



Boost Personal Productivity Despite a Lack of Resources

Presented By:

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Talk Outline

1. Benefits of Boosting Productivity
2. Case Studies
3. Time Management Techniques
4. Remote Access, Telecommuting & Travel Tools

Quick Survey

- Board Members
- Community Managers
- Accountants
- Administrative Staff
- CEO-MCs
- Service Providers

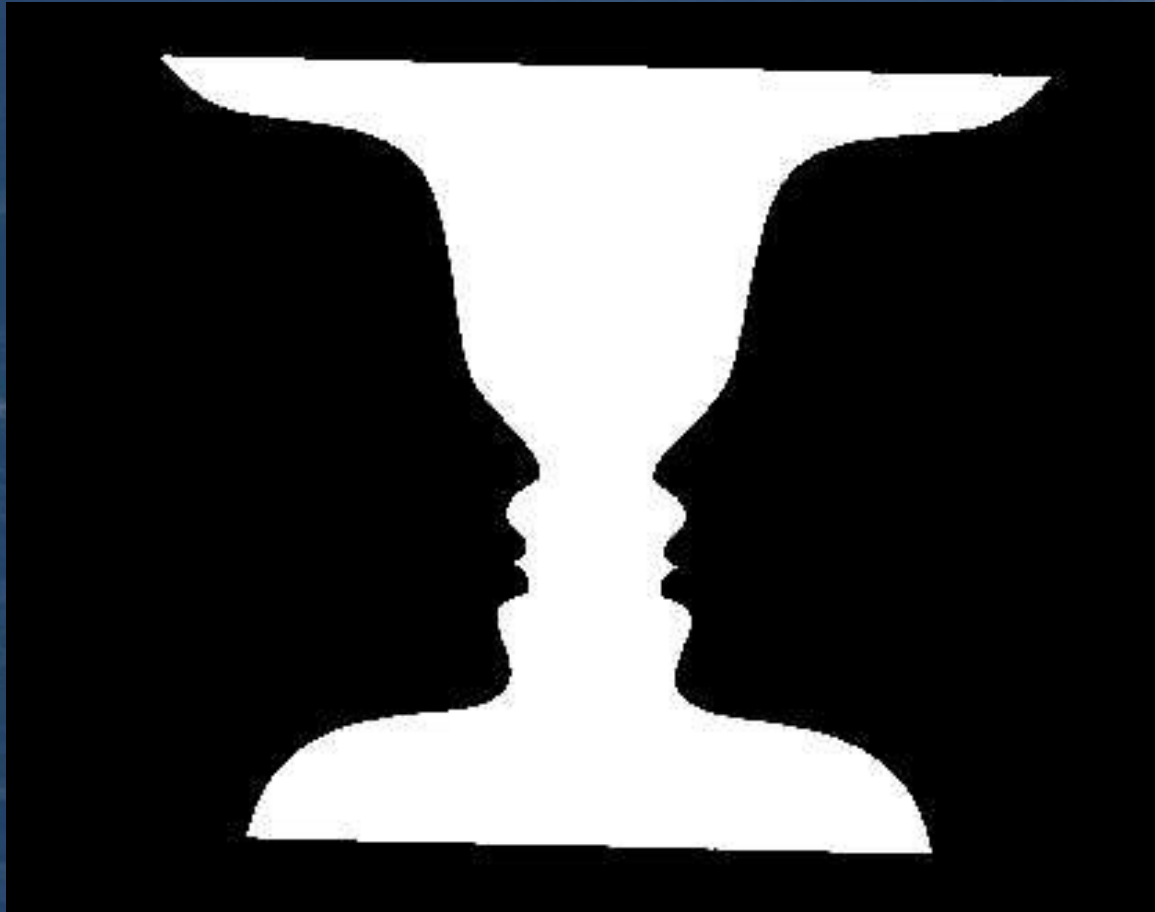
PacMan?



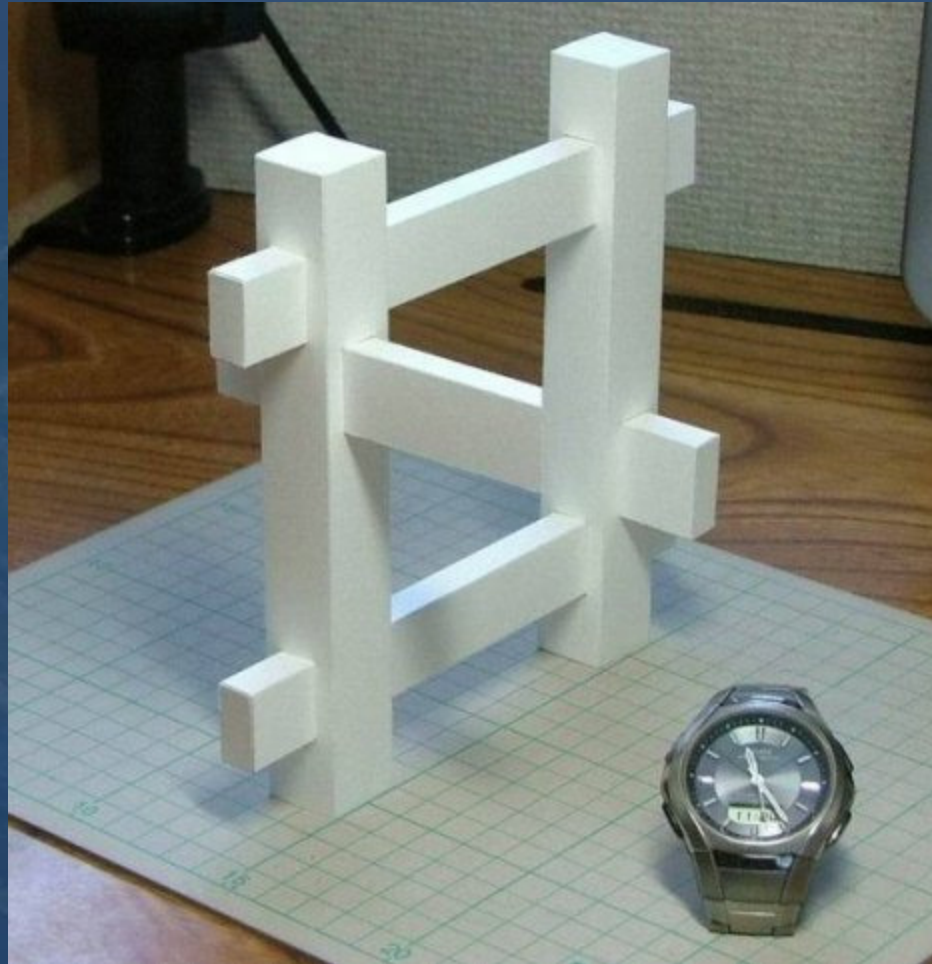
PacMan or Star?



Vase or Face?

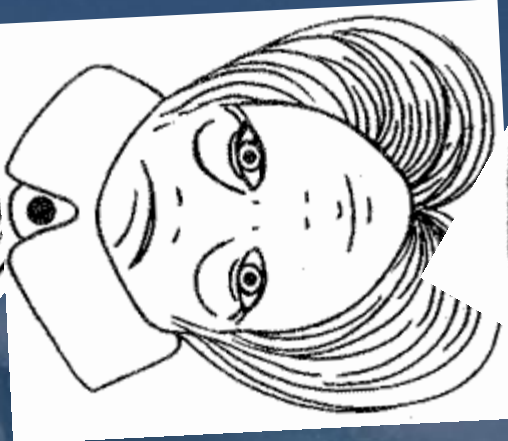
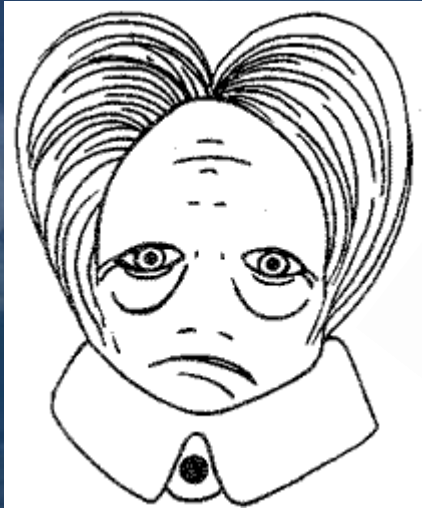








Nurse





BENEFITS OF BOOSTING PRODUCTIVITY

Increase Work-Life Balance

- Reduce Stress
- Increase Vacations
- Be able to Turn off



Increase Company Profits

- And Why doing so is good for everyone

Increase Customer Service

- More Timely Feedback
- Sets Lower Expectations, but Exceeds Them!

The image features a large, powerful ocean wave in the foreground, with white foam at its crest. The sky is filled with dark, heavy clouds, suggesting a storm or late evening. The overall color palette is dominated by various shades of blue, from deep navy to a lighter, misty blue. The text 'CASE STUDIES' is centered in the lower half of the image, rendered in a clean, white, sans-serif font.

CASE STUDIES

Company Owner

Before

- 6-7 Work Days/Week
- Blackberry 6am – 11pm
- Worked Half Days
- Super Problem Solver
- Constant Multi-Tasker
- Weekend 'Vacations' Only
- Cash Mgmt Stress

After

- 4-5 Work Days/Week
- Blackberry 8am – 6pm
- Works Third Days
- Problem Giver
- Single-Tasker
- 2 Week Vacations per Year
- Increasing Profit Focused

Community Manager

Before

- 50-55 Hour Work Week
- Blackberry 6am – 11pm
- Worked Half Days
- Too Many Emails
- Unhappy Board Members
- Client Problems Escalated by Staff
- Unhappy Homeowners
- Too Many Messages
- Working Vacations Only

After

- 40-45 Hour Work Week
- Blackberry 8am – 5pm
- Works Third Days
- Emails Cleared Weekly
- Content Board Members
- Delegates Problems to Staff
- Less Unhappy Homeowners
- Manageable Messages
- Real Vacations Achieved


Administrative Assistant

Before

- 40 Hour Work Week
- Too Many Disruptions
- Not Able to Solve Homeowner Problems
- Lots of Unhappy Homeowners
- Too Many Messages
- Always Guessing What Managers Want
- Too Little Pay

After

- 40-45 Hour Work Week
- Schedules Project Time
- Solves 95% of Problems Quickly
- Less Unhappy Homeowners
- VMs Cleared Daily
- Emails Cleared Weekly
- Resolves Problems for Managers
- Receives Variable Bonuses



TIME MANAGEMENT TECHNIQUES

Email Protocols

- Urgent, Request, FYI, Reminder
- Out of Office Script
- Drafts for Templates

Gathering Points

Typical

- Meeting Notes
- Office Voicemail
- Physical Inbox
- Cell Voicemail
- Post-It Notes
- Pad of Paper
- To-Do's List
- Desk Inbox
- To-be Processed Invoices
- Email Inbox

Best Practice

- Email Inbox (pre-sorted)
- Physical Inbox
- Single To-Do List
- Single Notes File

Templates

Emails

- Upcoming Meeting
- Confirmed Message Received
- ACC Message Received
- Service Request Received/Status Update
- Vendor Status Request

Documents

- Agendas
- Newsletters
- Collections
- Violations
- Notices
- Special Events



**REMOTE ACCESS,
TELECOMMUTING
& TRAVEL TOOLS**

Computer & Desktop Access

- [GoToMyPC](#)
- [LogMeIn.com](#)
- Remote Desktop Access
- Virtual Desktop

Handling Paperwork Remotely

- Scanned docs mark-up (Adobe Acrobat)
- Remote Printing
- MS Word mark-up
- SharePoint

Phone & Voicemail

- Call Forwarding . . . Or Not!
- Voice to Text
- VoIP
- Voicemail Script to drive Email



**BONUS: HOW TO GET YOUR BOSS
TO PAY YOU MORE MONEY**

How to Get Your Boss to Pay Your More Money

Variable Compensation (aka: Bonus)

1. Identify revenue source you impact
2. Baseline 12 months' revenue
3. *Top Secret:* Calculate potential increase
4. Ask Boss for Bonus % of *additional* profits
5. Thank HOA Profit Gurus!

Example

1. **Escrow Clerk** processes Disclosures
2. Calculates 12 months' revenue at \$100,000
3. a) Calculates 10% increase based on bundling, reserve studies, meeting minutes, & budget (i.e., \$10,000 or \$833/mo.)
b) *Tell Boss 5-6% increase planned*
4. Asks for 25% of *additional* profit (i.e., \$2,500 or \$208/mo.)
5. Send HOA Profit Gurus Thank You card 😊

Example

1. **Community Manager** bills consulting hours
2. Calculates 12 months' revenue at \$10,000
3. a) Calculates 50% increase based on meetings & special projects (i.e., \$5,000 or \$417/mo.)
b) *Tell Boss 25% increase planned*
4. Asks for 40% of *additional* profit (i.e., \$2,000 or \$167/mo.)
5. Send HOA Profit Gurus Thank You card 😊

Talk Outline

- ✓ Benefits of Boosting Productivity
- ✓ Case Studies
- ✓ Time Management Techniques
- ✓ Remote Access, Telecommuting & Travel Tools
- + *Bonus: How to Get Your Boss to Pay You More Money*



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