

Well, good afternoon.

My name is Mark McCatty and I'm with

Mark McCatty Incorporated, leadership and team advisor.

I would like to talk today about time management.

Really.

I'd like to position it as priority management

and that's deciding the right things to do.

My business is Mark McAddy Incorporated.

I work with organizations on helping them to

fulfill the elements that are missing, which a

lot of time is engagement or productivity.

And it isn't infrequent.

And I'm called in to a company by

a manager to work with someone because they're

lacking the skills of time management.

And so in the conversations with the

manager, ask them what's the conditions?

They'll talk about the things that aren't completed.

And I'll eventually go and speak with the

person I'm assigned to coach to work with.

And I'll ask them how's it going?

And they'll say, well, I'm stressed,

I'm trying to get everything done.

There's so much that's left to be done.

And then I'll ask them, give me a list of the things

that you think are most important for you to work on.

And they'll identify those things that

are the priorities for them.

And I take that list and go back to

the manager and ask them the same questions.

What are the priorities that

you have for this individual?

And what do you think I find

when I compare those two lists? You're right.

The priorities are different. And so when we talk about

managing time, we're talking about priorities.

I want to let you know that I am on

LinkedIn and Facebook and Twitter, and I encourage you that

if you find value to follow me there, connect up.

I try to put information out

there that's important and valuable.

Well, let me give you one other

item that I think is important.

And that's why I do what I do as

a consultant, as a leader adviser, I've got a purpose of helping people to get the most out of their personal and professional relationships.

And when you talk about leadership or talk about teams working together or talk about families, whether it's a foster family or another family type, they're still talking about relationships.

And so I'd like to talk about the relationship from the perspective of time management.

Now I've got a picture on the screen, and this is a picture of a messy house.

And for me, it causes me pain to see a room like that.

In other words, when I see things that are out of place, I just have a tendency to

have to put them back in place.

And I'm wondering how many of you out there have

that same kind of an effect when you see a

picture like this or you see an event like that.

If you do if those kind of things bother you, type yes.

In the chat box, let me know how

many of you are out there like that.

So when we look at those type of messy

rooms that cause us different types of stress.

I've got a poll that I want to

get some feedback from you on as to. How that?

Oh, I see a lot of yeses coming up.

Okay, so here's a poll.

Help me out with this.

You're going to operate this

through your poll selection.

It says, are you experiencing stress from

feeling overwhelmed with managing your time?

Oh, yes, I get that a lot.

Sometimes I do, but I can usually manage that or

not frequently, but when it happens, I'm irritated by that.

So I'm interested in your poll there.

What we're talking about is managing time.

And in many ways that's managing our life.

And so we're talking about margin.

Any time that we are at the point

of not having margin, it causes us stress.

And we can frequently, easily see that when we think about

I don't have enough money for the end of the month.

That's an area that causes us stress.

And a way to relieve that is to create margin.

And so when we're faced with those

same constraints, we think about time.

I don't have enough time at the end of

the day, end of the weekend of the month.

It causes us stress.

I'd like to talk about how we can deal with that.

It looks like that we have a lot of folks that say yes.

They are affected by that.

So let me go and talk to the issue of time management.

And I'd like to go to the next slide

and talk about something we need to understand about

managing our time or managing our priorities.

Whenever we say yes to something,

we say no to something else.

And that's a principle of choice.

Whenever we say yes to something,

we say no to something else.

So we think about managing

our times or managing priorities.

When you choose to do something at the

same time, you choose not to do that.

Now let's talk about one way that can cause us stress.

We'll talk more about this, but we

think about some of our personalities.

There's a paradox that we have.

It's not either or, but it's both that says I'm helpful

to others and I'm careful to be helpful to myself.

And so when I say yes to help others, if
at the same time I say no to myself, what
happens is I make promises and I overcommit my time
and my energies, my resources to the point that I
don't have time to take care of myself.

And then all those things that I've committed to
others, I began to look around and see other
folks, maybe not acting the same way.

It causes me stress.

It causes me to begin to unplug and begin
to be frustrated and to show signs of stress
that can come out of anger, in conflict.

And I could get burnt out.

So I want to talk about being able to understand what
to say yes to and what to say no to.

And if you think about this, we're talking

about as a quality of life, right?

So I'm asking you, what are you worth when

we make choices, we make choices about what's the

consequence, the result of that is going to be.

And we have the potential, if we can create margin,

if we can define our priorities and work within those

priorities, that we have the potential to enjoy cake, or

we can be so overwhelmed and so overworked that we're

basically getting by with burnt cookies.

Now on the chat, how many of you

say, yes, you'd like to have cake?

How many of you want to have a quality of

life that you say, I want to be able to

enjoy, I want to be able to have space.

I want to be able to have margin.

So one of the things we're faced with, we

think about this whole concept of foster parenting.

And I need to say, I'm not a foster parent.

I am a parent.

I've been married for 35 years.

I've got three kids and three grandkids.

I've got some friends who

are involved in foster parenting.

And I've loved to see what's

going on in their families.

And so I have a passion for that.

But I know that it's going to be

very difficult for foster parents, even more so

than in my relationships, because you're trying to

take care of your work and your home.

Maybe you've got kids of your own,

and then you have additional foster children.

Many of you are working, and then you've got another

job that you're taking care of, doing the foster care.

You're multitasking through life.

In some instances, when we feel stressed like

that, we feel guilty for what happened yesterday.

We feel anxious and worried about

what's going to happen tomorrow.

And when you compound that

with a secondary traumatic stress.

My wife is a nurse, and she talks to me as

she's dealing with caregivers, with some of the compassion and fatigue

that can happen when I'm giving so much to other people

that I don't have enough to take care of myself.

When we find in those situations that

we're feeling stressed, then we're having to

deal with cookies instead of cake.

I want to talk about the cake, and I

see somebody says, yes, cake with berries on it.

That's lovely.

Not burnt cookies, but somebody says the

bird cookies look good to them.

So you got to make those choices.

Let me share with you an interesting research.

This was done.

This is some research that was done.

A Bias for Action was the source that

talks about the ways that different people behave

in terms of the use of time.

And I haven't seen any research that takes this

to the foster care family, but I have a

feeling that there might be a lot of similarities.

So let me explain what you're seeing on the screen.

On one side, you'll see focus is on the left hand

side and then the bottom, you'll see energy and we'll get

two continuums energy says high energy is on one continuum edge

and low energy on another that says how much activity, how

much energy are we putting into things?

And then on the other continuum, on the left hand

side is focus that says high focus or low focus.

Is my focus.

More general and more broad, is more

focused, more myopic and more specific.

So I want you to look at

what's in each of the categories.

The bottom right hand side, Frenzied Frenzied

says that there is an individual who

is working with a lot of energy.

They're up early, they're up late, they work through

lunch, they don't take breaks, they don't chitchat.

They're always going.

Their energy is very high, but their focus, as you'll see,

is at the lower end, which means they're doing a lot

of things in a lot of places and they're energetic.

They're busy, but they're not focused.

I love the saying that says don't

get the Bee and the mosquito confused.

They're both busy, but one is more focused, right.

If you look at the other

side, the top left, that's detached.

That says somebody whose energy level is low, that

says what you see them doing energy wise is

low, but their focus is very high.

They're very laser focused on

what they're doing to detach.

Because many times when you need this individual and

you go to find them, where are they?

They're off by themselves.

Many times they're in front of a computer

screen, planning and strategizing and putting together.

They're not interacting with others that are detached, but

they're putting a lot of, for their purposes, focus

on things that are important to them.

And then that bottom left, low energy, low

focus procrastinators got some good ideas, but not

a lot of energy put into that.

They've got good ideas, but they're all over the place.

I want to draw your attention to the top, right.

That's a category that's called purposeful

and that category purposeful, top right.

The energy level is very high.

That says they are active, they are doing things, they

are taking action, and the focus level is very high.

That says the things that they're taking action

on are very focused, very purposeful for them.

And you see that percentage sign that says 10%.

Let me tell you what that means.

According to the research we think about how people behave,

40% of the population are in the fringe category, doing

a lot but not getting a lot done.

30% are in the detached category, planning

but not implementing, 20% are in the

procrastinating, and only 10% are purposeful.

My question for you, do you want to be purposeful?

If you want to be purposeful, that's your goal.

To say, I want to be able

to be productive and be purposeful type. Yes.

The chat bar.

Let me see that come up.

So I want to tell you a story.

When we think about the things that we're going to do

to be purposeful, to take action, we need to have focus,

we need to do the things that bring the highest value.

And I'd like to show you a

commercial that, to me, just illustrates this

opportunity, this potential for bringing high value.

This is so wrong on so many levels.

For whatever roads you travel, we'll be there Chevy.

All right, well, I want to tell you a story.

That commercial for me illustrates the value

doing the things that are important.

So what is the commercial saying?

You've got a Corvette, huge motor, huge capacity, huge potential,

and it's following in a parade, 3 miles an hour,

4 mph, girl in the back in the parade waving,

and the two drivers, they look at each other wrong

on so many levels because the Corvette convertible is capable

of so much more than 4 miles an hour.

It has such power, and I know that for a fact.

I've got a son who's in the United States

Marine Corps, been in for a number of years.

And when he was in one of his tours overseas, he

came back and he bought himself a 1987 Corvette convertible.

And on one of his return from deployment,

he was stationed up on the East Coast.

He was being moved to a base out in the West Coast.

I live in Tampa, Florida, and so my son decided that what

he was going to do was he was going to bring the

Vet to me in Tampa and leave it in my driveway.

And I have the obligation of every couple of

weeks of taking that out and driving it.

But let me tell you the story.

So he comes back, he's coming down and on his

way to the West Coast, he's going to stop in

Tampa and drop off the Vet and then drive on.

He comes down the end of my street.

He's got a big full cab pickup truck loaded

up inside with all of his clothes loaded in

the back of the bed with his essentials.

So he's got a motorcycle, and

he's got his beer pub refrigerator.

He's pulling a trailer, and on

the trailer he's got his Corvette.

And so we needed to unload the Corvette off of the trailer so that he could return the rented trailer to, Uhaul, so he backs the trailer up into the driveway.

And myself, my son and my daughter was home, and we were the three of us going to take this Corvette off the trailer.

Now, my daughter had just come back from a young life camp, and so she was all about being focused and make sure that everything was safe.

I have an industry that I work with in terms of heavy equipment, and so safety is always a concern in manufacturing and heavy industry.

So I was concerned about safety.

So my daughter and I, we arranged for some signals to communicate to my son when he was in the car to back off the trailer.

We put the top down.

My son gets in the driver's seat.

I'm on the driver's side.

My daughter is on the passenger side.

We make sure we're ready to go, and we're going to back this Corvette off the trailer.

We began to back the Corvette off the trailer.

And the trailer was so low in terms

of the siding on the car that it

was going to scrape against the trailer size.

And so what these Marines did was they put boards

up on the front of the trailer so the wheels

could be lifted off, allow the flaring to be cleared,

and they secured it with duct tape. Okay.

Now that's just what's amazing to me.

As the Vet begins to back off of these

boards, the duct tape begins to rip, not sturdy.

So we stop.

My son stops the car.

We assess the situation and decide that what we

need to do is we need to secure these

boards for something better than duct tape.

So we get on the driver's side, my daughter on the

passer side, my son's in the car, and we begin to

talk about, okay, we're going to move this thing up about

six inches, and then we're going to resecure these boards, and

then we'll be able to safely remove it.

So we give the sign to my son, go, which means he's

going to put it in drive and begin to pull forward.

At the sign, go, he puts the Vet

into drive and begins to pull forward.

And that Vet has so much power that

it goes off the front of the trailer.

It goes off the front of the trailer.

I think I've got a picture here.

Here it is hanging off the front.

I'm in shock.

My son, he's laughing.

He's got his cell phone.

He's taking pictures, and he's sending

them to all of his friends.

My daughter runs in the house to get the camera.

I'm in shock.

You see, the Corvette has the ability to do

much more than run solely in a parade.

It has the ability to fly off a trailer.

Now, the good news is we were able to teach

them some block and tackling and safely get it off.

But the lesson is, what are you doing with the

skills, the ability of the time that you have?

Are you in a parade or

are you using your full potential?

And that's what I want to talk about.

It's about priorities.

So what we're saying is do the things that matter most.

And the good news is you don't

have to do more to be effective.

Do less.

I'm talking about the freighter

principle, the 80 20 principle.

How many of you are familiar with the 80 20 rule?

The ad 20 principle type? Yes, the chat box.

Let me see that.

We think about that law of subtraction.

We're talking about that says you don't

have to do more to be effective.

You have to do less and do more of the right things.

I see some yeses, I see some nos.

Let me talk about the 80 20 rule for just a moment.

The 80 20 rule, the Pareto principle says that you

get 80% of the return from 20% of your efforts.

That says you get more effort, more return from

the things that you put less effort into.

It's the same principle that

we see in Church organizations. Right.

20% of the people do 80% of the work.

I had a friend who attended a wedding.

20% of the people at wedding did

80% of the work after the wedding. That's a principle.

And so we think about the priorities that says

in your life the things that you've got to

do, if you put your focus on the right

20%, that you'll get greater return from that rather

than doing the other things that affect us.

So the good news is I'm going to talk about doing less.

What I want to talk about are those things

that prevent us from doing the right less things.

There are three influences that impact

us on our time management, our

personalities, our skills and our habits.

I'd like to talk about each of those.

Let's start with the first

one and talk about personalities.

Personalities influence us.

So when we think about personalities, I like you

to look at the top of the screen that

says some people out there, some people have a

tendency that when you see something that needs to

be done, you see a problem, you see a

project, you see something that you've got to resolve.

You're on it.

Your pace is fast.

You're taking action.

You're using trial and error.

It's go for it.

And that's a great strength to go for it.

The challenge is that when we just go for

it, there's some things that might be left behind.

We assemble a cabinet from Ikea.

We just go for it, but we end up with parts

left over and some of the sides don't match up. Right.

That's some of our personalities.

There's another that talks about on look at

the bottom of the screen being prepared that

says when this group of individuals, their personalities,

their tendencies, their motivations are such that whenever

they're faced with something that needs to be

done, they think about it.

They're prepared, they're steady, they're slow,

they're meticulous, they're thoughtful, they plan

out what has to happen.

And that's a great attribute.

The challenge is that we think about that

strength of being prepared, that sometimes others are

waiting for us to do things.

So I've got a poll for you.

When you think of your personality type, are you more the type

that says, if I see it, I got to do it?

Are you more of the type that says I got to
think about it and be prepared for what I do or
do you find yourself in both places at times.

So I'm going to leave that up for a minute. Let me talk.

When we think about this, I'm going to ask
you to reflect on situations where you have been
in where there are people with the different personalities.

Does that create challenges when we're faced with problems,
when we've got one group who says, let's just
do it and another group that says, well, wait
a minute, let's think about what we're doing.

What about in a crisis situation, we've got to
respond to a crisis or a major interruption.

We've got to deal with it. Do we see that?

There are some that say, well, let's just take

some action on it, and others go, wait a

minute now what are we talking about here?

What's the implications, what's the consequences?

Or we go back to that messy room.

There are some that are just going to say go for it.

And what they're going to see with that messy room

is I need to pick this messy room up.

And there are others who say, wait a minute, let's

think about how we're going to do that, who's going

to be involved, how to get that in the first

place, or maybe even, you know what, I don't need

to pick this messy room up right now.

So can you think of situations where

there's potential conflict or problems or lost

productivity just simply because of the differences

in terms of those personalities?

Now I see that our poll is as ended, and we've

got some folks have said, yeah, sometimes I'm in both places.

So I want to talk to some of

the other elements we think about of personalities.

And that's due dates, right?

So we think about our personality, how we're affecting, whether

we just jump in and go for it or whether

we plan and stop and think about things.

Many times, just the fact of

having due dates can be oppressive.

We feel like we've got to

do something to respond to those.

And I'd like to share with you an interesting

chart that shares some of the differences with Omire's

Briggs, Myers, Briggs and their personality talks about a

couple of different types of behaviors.

One is a judging and one is perceiving.

What you've got on your screen is

a chart that compares those two.

The top left, the blue.

That's an example of a characteristic of a

personality who is more of a judging.

And what that means is when it

says Judge Get Myersbriggs, it says structured.

That says whenever we think about having to do something,

a project, a plan, we're structured, we plan it out.

We think about what's involved.

And the stress level for those

folks is very high initially. Why?

Because there's so much that has to be done.

But as they begin to make their plan and as

they begin to work the plan, look what happens.

The stress goes down over time.

Anxiety is high initially over time

as the project is completed.

Anxiety is low.

But contrast this to another personality

type in Myriad Briggs, it's called

perceiving, and perceiving is more impulsive.

It feels good.

Let's just do it.

Not a lot of planning is required.

And look what happens to that individual

type when those personalities are involved in

the face of the project anxiety level,

the stress level, frustration very low initially. Why?

Because I've got all the time in the world to do that.

Do you ever experience that with

your kids in a science project?

Have you ever done that with a science project?

It's due in eight weeks.

I've got plenty of time to work on that.

No stress at all, no planning at all.

But then what happens as the time comes?

Now, it's due next week.

Now I've got to pull all the research together.

Your kid comes to you and says, this Friday, tomorrow

I've got to turn into science project, and you're spending

the night out at Walmart trying to buy supplies.

Look what happens to the stress.

That goes right up.

Now the good news is we've experienced this over time,

that both of them can produce something of value.

I don't know how those perceptives how those

impulses do it without planning, but they seem

to pull it off at the end.

As a matter of fact, some of them

I know are better because of that.

But it creates challenges, it creates conflict.

And in some ways, we don't manage our time well

when we don't make decisions about what to do, when

we just let our impulses run from that.

So I want to talk about another element.

We've got personalities.

Another element that influences our

time management is skills.

And the good thing about skills is that

none of us are born with them.

We come in without any skills, and

we acquire skills by making mistakes or

through experiences or through training.

And so we find ways to get skills to get better.

I know as someone who has spent a lot

of time with training, there are some folks that

attend training and don't get anything out of that.

We call them tourists.

They attend a training, they attend a

webinar, and they don't apply anything.

And so they're just passing through.

But we're talking about those folks who

say, I want to do better. I want to be better.

I want to get a skill.

Let me talk about something there.

Stephen Cubby made something more readily available to us,

famous, if you will, in his book Seven Habits

of Highly Effective People and his follow up book,

First Things First, and that's this time Matrix.

And I want to share this with you.

Cubby talks about everything that we do

falls into a couple of categories.

One category, our category of things are important that

are valuable for us or not valuable for us.

Another category of things that we find ourselves doing in

the category of urgent, it is urgent or not urgent.

Let me define those quickly.

We think of things that are important.

We're saying that it has value, it's worth doing.

It brings return, its significance.

It is of a priority.

And so some of the things we do based on

our roles, based on our positions, based on the responsibilities

that we have at work and as a foster parent

and as a support, some of the things that we

do fall in the category are very important.

And frankly, some of the things that

we find ourselves doing are not important.

It doesn't bring a high value.

It's not the highest return.

And then there's the category of urgent.

And that's an interesting one.

When we think of the things that we do, some of

them are urgent that says there is a call to action,

there is a schedule, there is a requirement to do something.

There is a sense that we've got to respond.

And then some things are not urgent.

There is no deadline, no call

to action, no schedule for that.

So when we look at the chart, I'd like to draw

your attention to the chart in a couple of different ways.

If we look, first of all, at that top

left, that's Quadrant one, those items are crisis items.

Those items in that Quadrant

are things that are important.

They need to be done.

They have to be done and urgent.

Many times those items, those crisis items are things that

we've got to respond to because it's a crisis that

somebody else tells us that to respond to.

The items in that quarter one are

interruptions to us, if you will.

You could have your day planned,

you could have your week planned.

You can have everything set in place and something

hits us in that Quadrant run urgent and important.

And everything that we had wanted to

do is now off the table.

We've got to focus on that now.

We have to react to that crisis.

We don't have any control in those instances.

As I said a little bit ago, whenever

we are interrupted, you're involved in a project

you're writing, you're doing documentation, you're planning, and

you have an interruption from a crisis.

It takes you twelve to 24 minutes, sometimes 35 minutes,

to get back on track again, a lot of wasted

time that's that Quadrant look over in Quadrant two.

That's a category of items that are

important, worthy, brings value, good return, high

priority, but they are not urgent.

That says there's no call to action, no deadline, no

sense of needing to have to be responded to.

The items that fall under.

There are a lot about relationships.

I want to talk more about those two in a moment.

I want to draw your attention down to Quadrant three.

Quadrant three, bottom left.

Those are things that are urgent.

They call to you.

They have a sense that you need to respond to them.

But they are not important.

Sometimes phone calls, text messages, emails, some meetings,

there is a sense that we've got to

respond to it, but it really isn't urgent.

I can tell you that for my early life, as an

early husband, as an early parent, going back to that picture

of the messy room, there was a lot of times when

I placed a lot of urgency on doing something in that

messy room that really wasn't that important.

I got to tell you, I made some

bad choices in what I elevated to priorities

and the way that I elevated those priorities.

Some things are okay as they are.

But that urgency says, I've got to fight that.

For many of us, that urgency is in the car,

you're driving along and your smartphone, your cell phone goes

off, and it gives you that familiar Ding that says,

somebody has just sent you a text.

And if we're not in control of our senses, we have

a tendency to want to grab that and check it. Why?

Because it says respond to me.

That's an example.

Bottom right, Quadrant four.

These are things that are not important and they're

not urgent, but they're things that a lot of

us spend a lot of time on.

There are things that are fun farm, bill

on Facebook, chatting with other folks, visiting lunches.

And those things are valuable as long as we

don't let those things crowd out the other categories.

So I want to spend some time specifically

looking at a couple of different areas.

And I'd like you, if you would, to tell

me what are some of the examples of interruptions?

And keep it briefly so I can be

able to see it in the chat.

But what's a one or two word example of a crisis

and interruption that you got to respond to in your world?

Now, the thing I want to talk about while

you're doing that, as we think about some of

the crisis situations, the challenge is how do we

deal with those crisis when they come?

Because they weren't planned for.

But whatever it was that we were doing, now

we've got to stop and deal with it.

I see some great comments.

Behavioral issues, tender tantrums, someone getting hurt,

arguments between kids, your child is sick.

Someone makes demands on your time.

A lot of fighting and arguing.

Emergency responses. Great.

I love these.

Let me go to these next

slides and then, oh, poopy mess.

My goodness sakes, I know where that one came from.

Okay, here we go.

Here's a couple of examples that I put together with the help

of some of the folks that I know in foster care.

And I want to draw your attention to the Quadrant one.

And remember, these things are important to do.

We can't ignore them.

We can't not do them.

They take precedent.

We've got to react to it.

And they're also urgent.

And in these instances, there is an urgency

says you have to deal with it.

So let's look at a couple of these crisis situations.

You've got a case manager who

wants to make a home visit.

Now, you've planned out your day, and your

day did not include this home visit.

You've got places that you're going to go.

You've got some doctor's appointments that you have.

You've got some stops by the bank

to take care of some things.

And all of a sudden you get this

last minute notice from the case manager says,

I'm going to be by today at 11:00.

Woah, that's a crisis.

Now, everything you had is off.

Or how about a visit from a biological family?

You're about ready to head out to Church.

You've got the day planned.

You're going to go to Church, then you're

going to go to the park, and you're

going to do some things at the mall.

And now you hear that the biological family

member says, I demand my time today.

And now that's a crisis you've got to respond to.

Or how about travel plans?

You're planning to take a vacation

with some of the foster kids.

You're going to take a vacation.

You're going to go out of state.

You're going to go out of town.

You're getting ready to head out, and

you're getting everything all packed out.

And you hear the day before that you're about to

take this trip that no, the kids can't go.

Now you're scrambling to think about how do I change my

plans, what do I do to take care of this?

Or how about, as was mentioned in some of

the cases here, you've got a situation where you've

got a child who is removed from child care

or removed from school, maybe because of sickness, but

most likely from some kind of altercation, some behavior

problems, some fighting problems.

Clearly, all of those clearly we

have to respond to those. Right?

So let me draw your attention

to the Quadrant two top right.

That's a Quadrant that says important but not urgent.

That's a Quadrant that we don't have to react to.

We are Proactive on.

We decide what to do and we decide

the schedule of when to do it.

And so the challenge is, when you look

at that Quadrant, those things are important.

What is it that could be done?

Important value added would bring

a good return, high priority.

What is it that could be done?

That if it was done, it would eliminate or

at least minimize the impact of the crisis interruptions.

So if you look at the

case manager, maybe pre scheduling.

That setting expectations with the case manager.

Hey, listen, here's what I'm available.

Here's my window, here's my schedule.

Anytime in this window, let's connect up.

I want to schedule that visit, take control.

What about the biological parent?

Pre scheduling with them, setting expectations, working with

a case manager and saying, here's what I'm

available, here's what I want to do to

accommodate looking for a win win win.

Not your way, not my way, but third way.

What is it that we can agree to do in advance

of that so that we can both accomplish our goals?

How about travel plans?

Communicate early, find out what kind of documentation

and changes are required, and then confirm those.

Confirm those with documentation, confirm those in writing, and

then that speaks to the child being removed.

Document the case that says teachers notes, doctor's

notes, your own notes in your Journal, your

incidents of things that have happened.

That allows a case worker with

that documentation to help support you.

So things that we could do that are important, but

it takes time is to keep the documentation to make

the documentation, to work with a case manager, to work

with your professionals and advocate for your services.

You're the one.

And that's not a crisis.

That's an important activity that if we do

that, that will help to at least minimize

the chances for those critical events.

Excellent point.

Somebody gave me some kudos. I appreciate that.

Here are my perspective, some suggestions

for activities that are important, suggestions.

These are things that, again, there's

no schedule to do that.

There's no urgency to do that.

No one is going to tell you to do that.

You're going to have to do it yourself.

Developing clarity.

What is it that is personally important to you?

You need to have clarity around what those values are.

Those priorities, important activities of setting

expectations, know what your boundaries are

and communicating those expectations.

Proactively, establishing the boundaries for

others and having positive interactions.

If you are on one of the sessions

that we had done a couple of years

ago around communications and communications around conflict, all

of those conversations were in this category.

All those conversations were

designed to prevent crisis.

And in the case that a crisis

occurred, how do we respond to that?

You see, the challenge is that sometimes we can't

prevent the crisis from happening because maybe we weren't

aware of the things that we needed to do

in advance that were important respond to it.

But then ask yourself, wow, how did I get here?

And who needs to be involved in helping to make sure

that we don't get here again or get here as often?

Let me talk to the third area.

And that's habit.

So we've said that things that impact the

way that we use our time, the things

that impact the way that we adjust ourselves

to priorities, personalities, and we've got those right.

That's not going to change.

But what's important is to be aware of

what your personalities are, be aware of where

your strengths and weaknesses are, and have people

around you who have complementary strengths.

So if I'm going to go get it,

I want somebody around me who's a planner.

Hey, Mark, wait a minute.

We think we need to do this.

If I'm a planner, I need somebody around me who

says, Mark, don't you think we need to do something?

Secondly, skills and skills is I need to know what I'm in

trouble, and I need to take some time to find out how

I got there and what can I do skills to make sure

that I get out of that and stay out of that.

Again, the third one is habits, and this is a fun one.

How many of you give me a shout out here on the chat?

How many of you have a habit of doing things yourself

as opposed to asking others to do it for you?

Let me watch that one come up.

Hey, I'm there.

That's a challenge that I have. Right?

So the habit is and I find this frequently,

even in business environments, that, oh, I got somebody

who is absolutely I'm looking for an Amen.

There may be an Amen coming up

there habits of doing it ourselves.

I had a situation.

I moved into a house.

My kids were I've got two boys and a

girl, and they are all old enough that they

can contribute to doing something around the house.

And when I moved in, it needed a Privacy fence.

It had a fence that was up there, one of the

Cypress fences, and it had degraded, and we were moving in.

So we were doing a lot of things to fix it up.

And it needed all around the big yard a Privacy fence.

And what I decided to do, and

I don't have a lot of wisdom.

I didn't have any secrets.

That just seemed like a good thing to do.

What I decided to do was I

could have built that fence myself.

But what I did was I contracted with my boys.

I said, I'm going to pay you to put

this fence up, and I'm going to teach you.

I'm going to work with you.

I'm going to do one section and then watch

you do the second section and then the rest

of the sections you're going to do.

And I'll pay you by the section to do that.

And so I made real easy for them, had

all the materials, gave them a little jig so

that they could work through it really easily.

And I got so much positive

feedback from the neighbors about that.

One of the neighbors specifically came to

me and he said, you know what?

I really think that's a great thing that you

did because he talked about myself with his kids.

He said I did it myself because I

didn't want them to mess it up.

I got to tell you that when I look back, this

has been over ten years since that fence was up.

When I look back, I can

see defects in the fence, right?

I can see areas that the fence could have been

a little bit better, maybe a little bit straighter.

But you know what?

It really isn't that much of a quality issue.

It's good enough.

And the value that the boys had

in building, that a tremendous value.

I mean, they even helped me build a

shed once they got that one down.

And now I see them off on their

own, using those skills to do things themselves.

The value was tremendous.

That's the key.

So here's some reasons why sometimes

we don't let others help us.

One is it's easier to do ourselves.

It would have been much easier.

I can tell you time wise, much easier

for me to build that fence myself.

And that's the same thing we

have with our other challenges.

It's easier to do it ourselves.

It's quicker, shorter, faster.

And of course, we love the results because

we did it than it is to train,

show, motivate, engage someone else to do that.

That's a fact many times.

The problem is that we underestimate

what somebody is capable of.

We don't give them enough credit to believe that they

can do it or that they can do it.

Well, that's a challenge for

not letting people be involved.

In many cases, we like doing it.

I mean, there are things that we do that

we get a lot of satisfaction out of.

If you think back to that Corvette commercial, I mean,

that's a lot of fun for that Corvette to drive

in the parade and everybody looking at it, but that

wasn't what the Corvette was designed for.

And there are some things that we do

that we get some enjoyment out of.

But when we say yes to that, selfishly, I enjoy it.

When we say yes to that, we say

no to something else that is more important

and a better use of our time, talent.

And let's just be honest, some of us like to be needed.

I've worked with people like that.

They like to come in after the crisis is in

place and clean it up because they're the experts.

And so if that's our issue, we like to be needed.

Okay, well, that's great.

I'm sure there are other ways that we could find

that kind of satisfaction, but what it does is it

prevents us from doing the things that are really important,

and we find ourselves falling back into doing things that

somebody else could do quite well.

Another one is a big one, I think, is

that we don't see the person's full potential.

It's what our expectations are.

I love the story of the village Sage, the wise

man, and some of the kids in the village were

going to play a trick on this wise Sage.

And so they contrived to trick, and they caught a

little bird, and they had it in their hands, and

they were going to go and knock on the Sage's

door and ask the Sage, tell me, Sage, is this

bird in my hand alive or dead?

And if the Sage said it was alive, they

were going to crush the bird and kill it.

And say, no, you're wrong.

And if the Sage said it's dead, they

were going to open their hands and let

the bird out and go, no, you're wrong.

So they had it all figured out.

So they captured the bird they put in their hands.

They walked up to the stage and they said,

tell me, Sage, is this bird alive or dead?

And the Sage says, it is what you say it is.

And I think that's around expectations

that we have for others.

If we expect others to fail, to not

be valuable, to not help, they will.

But if we really expect others and have high expectations

for others, many times I've seen in my life that

people raise themselves to that level of expectations.

We see that with kids.

And the last one then is some of

us just like to be in control.

So when we think about habits, that's something that we've

got to really focus on saying, what are my habits

and where are my habits taking me away from where

I need to be spending my time?

Those things are the most important.

I tell you what, we're coming up on a close

and let me share with you some suggestions, some tips,

some things to think about when we talk about overcoming

some of our non value time traps.

I'm going to talk about overwhelming demands.

I'm going to talk about some of our constraints,

and I'm going to talk about some choices.

Let me talk first about choices.

I mentioned that I have a son in the Marines.

He's gone through basic training.

He's gone through Warnocks or basic training.

And when he decided to join the Marines, I asked him, I

said, Hawks, why do you want to go in the Marines?

And he said, because I think they will be the hardest.

I said, well, yeah, okay.

I think you're probably right about that.

It's a good choice.

I think he was right.

But let me tell you what he's told me,

what I've learned as he's gone through these very

strenuous, exhausting, hard events and training, he's always realized

that he chose to be there, that it was

his choice to be there.

And, you know, when we recognize that we are

where we are and experiencing the things that we're

experiencing because of a choice, it's empowering.

It's freeing to us.

It's not like we're held captive anymore.

And the interesting thing is that the foster system is

a system of volunteers, and you guys go through a

lot, and you have a lot of challenges.

But the news is you chose to do that.

Now with every choice, you have the opportunity to

choose to do it or not to do it.

My son in the Marines made that choice.

He had the choices he went through to say, I want to

back out of this one, but he chose to stay in.

And there's a consequence that comes with the choice.

For many years, I ran marathons.

I'm over that disease now.

And now I'm doing distance cycling.

I still like endurance activities.

But let me tell you what I learned

from the marathon training that I did.

Marathon is 26.2 miles.

You put a lot of effort into getting ready

for it and you put effort into running it.

And over 20 miles at that 21 to 22 miles,

your body begins to question your sanity, begins to kick

back on you and say, this is not fun.

And I know that when I'm in

that moment that I have a choice.

I can continue to run or I can choose to stop.

And I know that whichever decision I

make, there are consequences from that decision.

If I continue to run, I know that my

pain will still be there if I stop.

I know that I'll have some emotional regret

from that, but I'm freed because I know

that I'm in control of that situation.

And many times I'm going to suggest that when

we find ourselves in those spots that we're really

crunched to do things, to remind ourselves that I'm

here because I want to be here.

And that if I choose to do something different, although

it will have consequences, I can choose to do that.

You can choose another one I want

to give you is overwhelming demands.

And I'm excited when I look at this one.

We've talked a little bit about this.

Let's just put this on the table.

Overwhelming demands.

Talk about develop an explicit

personal agenda that says values.

Know what is important to you, know what your mission

is, know what your priorities are, have that clear.

If you don't have clarity on that, then you're swayed.

But when you have clarity around your personal mission,

your values, your priorities, when you have that kind

of clarity, then you can make decisions more easily.

Then you can choose more easily.

When you have that kind of clarity,

it makes the priorities easier to identify.

And then related to that is

shape the demands and expectations.

What that says is once you understand your

priorities and your values, then you also understand

who are your priorities and your values.

And the thing is, we need to know this.

You will not make everyone happy.

They say that whatever you do, you're going to make half

the people like you and half the people not like you.

You're going to satisfy half the

people and dissatisfy half the people.

But when you try to satisfy

everybody, you will satisfy nobody.

So by knowing what your values are and knowing

what's important and having clarity around that, it allows

you to be able to communicate demands and expectations.

Now, I understand that you want me to do that,

but let me tell you, I cannot do that.

Now let's work out something else.

How can I help you accommodate?

And that goes with structuring your contact

time that says you decide your schedule.

So if you want to spend some time

in spiritual meditation and prayer in the Bible,

schedule that put that onto your schedule.

If you want to spend some time on

working out physically, put that onto your schedule.

If you want us to spend some time recovering

and reading or cooking, put that onto your schedule.

It's time blocking it's, just like you

would do for a doctor's appointment.

And does that mean that nothing

is going to interrupt that schedule? Absolutely not.

Things will come up.

We know they will, right.

When it comes up, you don't

cancel your appointment with yourself.

You reschedule your appointment with yourself.

So if you've got a time that is

easier for case management, business or biological families

or phone calls, let folks know, block that

out, protect that, know what's important to you,

and communicate where you can support folks.

Now let me go to unbearable constraints.

This is an interesting one.

And this says we've talked about

some choices that we have.

We talked about some of the demands on us.

And this talks about some constraints or some things that

block us in know what your constraints are mapped out

of the constraints means know what they are.

The example that comes to mind is when we

think about the way that they train elephants.

When the elephant is very young, they tie a rope

around the elephant's foot and what do they do?

They pound it in the ground with a stake.

And the elephant, being small compared to that stake

deep in the ground, can't pull that stake out.

As the elephant grows and the elephant becomes more

powerful, they still use the stake and the rope.

And it's no problem for that elephant to

pull that stake out of the ground.

But it doesn't. Why?

Because it thinks it's a constraint.

It thinks that it's there.

The elephant doesn't think it can move.

And many times I find in my own life and the

people that I coach, that's a challenge that they have is

that some of their beliefs are not real beliefs.

Some of their constraints are not real constraints.

They may have bumped up against something five years ago

and it's not the same thing now, but they still

act like it was the same thing or what's.

Worse yet, they deal with somebody else

who ran up against a roadblock and

that person was unable to move forward.

And they tell me it'll never work.

And I believe them.

What I'm saying is maybe they didn't

have quite the talent that you have.

Maybe they weren't the communicator.

Maybe they didn't have the people skills.

They weren't able to deal with others the same way.

You can where you can be

more successful than they weren't.

Map out those relevant constraints,

selectively, break the rules.

That kind of scary to some folks. Right?

But let me tell you what that means.

It means that sometimes the rule isn't

a rule very similar to the constraint.

It reminds me of the guy who asks his

wife, hey, Hon, why do you cut the edge

off the roast whenever you Cook it for us?

And the wife says, well, I don't

know, that's what my mother always did.

And so she calls her mother on the phone,

hey, mom, why did you cut the end off

the roast whenever you cooked it for us?

And mom says, I don't know,

that's what my mother always did.

So they got grandma on the phone, hey, Grandma,

why did you cut the edge off the roast

when he put it in the pan?

And Grandma says, well, my pan wasn't big enough.

So now we've got whole different situations, but

we're still operating from the same rules.

Some rules aren't rules, know what they are.

Accept tradeoffs.

Tradeoff says, you know what you have to have

and you know what you want, needs and wants.

And there are some things that

you want that aren't real needs.

When my wife and I bought the house years ago,

and it's the advice that I give to other folks

when they're talking about looking for a house, I say,

what you need to do is you need to list

everything that you'd like to have in a house.

And then you need to distinguish, to define, to

separate those things that you have to have and

those things that you'd like to have.

And so I put that list together.

My wife was really shocked when

I pulled out the flip chart.

We began going through team process to

develop the list from the house.

But we came up with a list that we

separated the things that we had to have and

the things that we wanted to have.

And we shared that list with a realtor.

And I got to tell you, the first time that

we went out, they weren't looking at that list.

We had to say, come on back, let's look at this.

If it doesn't have all of these things that we need

to have, we don't want to look at the house.

If it has all of those, then that's a good candidate.

And it has these once that's a better candidate.

And then we found a house very quickly.

That's the same thing with us.

When we think about what our constraints are and we know

what our personal agenda, our mission, our values are, it makes

it easier for us to be able to decide what it

is we have to have and what we'd like to have.

And the last one is just

tolerating that ambiguity and conflict.

And that says, respectfully, push those limits.

Now we're back to the conversation about the marathon.

Now we're back to the

conversation about the different personalities.

And knowing that I don't need to always be giving.

I can also be making sure

that I'm taking care of myself.

I can do both of those items, but it says I need

to be tolerant, that there's going to be some times, to use

my marathon analogy, that I'm at Mile 21 and it's not going

to be comfortable, but I know it's going to be over soon

or there's going to be some times when I'm going to say,

you know what, this is outside of my values, I don't want

to have any part of that.

How many of you would like to be successful?

You say, yes, I want to follow some of these rules.

I like these ideas of selecting values.

If you like the ideas of

selecting values, give me a chat. Yes.

Let me share with you some things that I

share whenever I'm talking to folks and they were

doing some coaching and they said, Well, Mark, what

are some things that I could do to help

myself to be better at following my priorities?

Here's a short list of suggestions.

One, given that you've gone through and defined what

your values and parties are, given that you define

the things that are important for you, define what

are the ten most important things to do are

I'm not talking about a Todo list.

I'm talking about one of those important things

which usually has to do with people.

What are the ten most important things

that I need to be focused on?

It might be I need to develop

a better relationship with the case manager.

It might be I need to work

with the teachers through my foster kids.

It might be I need to

work with my foster kids directly.

It might need that I need to

build a relationship with my spouse.

What are the ten most important things to do?

And whether you got eight or whether

you got twelve, that's not important.

What I'm saying is know what they are and write them

down and then put them someplace where you can access them

for something that may be the visor in your car.

It may be in your Journal, maybe on your refrigerator.

But know what your priorities are.

Know, the most important thing for you to work on today

is and put that someplace where you can see that.

Now, I say today, some of you might say

my priority has changed from day to day.

Some of you could say, I could say it for

a week, some, I could say it for a month.

Know what it is, write it down and post it.

And then every day review those

priorities and go and do it.

Now here's the reality.

Things will come up that will interfere if

something comes up that you have to respond

to that wasn't on your list. That is a crisis.

It is urgent. It is important.

You've got to deal with it.

Deal with it.

I'm not going to tell you to ignore it.

That would be the last thing I would say.

Deal with it.

Then after you've worked through and gotten it resolved,

then ask yourself, who do I need to be

involved with this so that this doesn't happen again.

That says now I need to have some conversations.

I need to think about who I need, my

family members, my support, my professionals, my foster child's

parents, the teachers who needs to be involved in

this conversation and get them involved.

I've got something I wanted to share with you.

I've got just a minute and I wanted to

share something that is not on the slide.

So I'm just going to read it.

This was a blog in the Child Warfare Welfare blog.

It was given to me and I loved it.

It's the ten things case managers

wish their foster parents knew.

So I'm going to read you ten items from this blog.

It was in January of 10th, 2013 and

I thought it was still valuable pertinent.

So let me share it with you. Here they are.

Case managers know that foster parents have the

most difficult job in the child welfare system.

Case managers have many bosses and sometimes those

case managers are required to do things that

the foster parents don't like and the case

managers actually don't like either.

Case managers carry a caseload

which far exceeds recommendations.

Case managers, as well as foster parents are

often dealing with secondary trauma, compassion, fatigue.

We talked about that it helps to be informed.

The case manager says when things start

to go sour, rather than them getting

word after everything is falling apart.

I think that is wonderful.

That falls into Quadrant one that says when we

begin to see that there's a potential for problem,

we begin to bring in our help.

Number six documentation helps case managers

and foster parents in decision making.

We've talked about that.

I want to make sure that I emphasize that case managers

are going to rely on you and if you just say

it's bad, that's not going to be very helpful.

Provide the documentation.

Provide your notes.

Provide notes that are given to you from others.

Help them to understand what's going on.

The case manager has a high trust that

the foster parent can handle difficult situations.

As a result of that trust, they

may not respond to requests quickly.

I thought that was interesting.

That says sometimes as a false apparent in the system,

we reach out and we don't get a response because

there is a belief that we can handle those things.

And that's a compliment.

I'm sure at the same time, setting expectations.

We need to make sure that the case

managers understand when we're calling that we do

need something that sounds like a good conversation.

The case manager does not always get it.

I thought this was wonderful.

So the suggestion is, please

explain things into detail.

Sometimes when we're having conversations with folks, we talk

as if they know what we're talking about.

Every time someone says something, there's a

whole story behind what they said.

And even though we speak in context, the

case manager may not have that context.

Because of their workload.

So that says when you're talking to the

case manager, Help them with the detail.

How do you do that?

Documentation, sharing with them some of the ways that

you developed those opinions Help them to understand where

you came from and how you reached that conclusion

So that they can participate with you.

Number nine, case managers are not all created equal,

but all are trying to meet multiple demands.

I mean, that's an honest statement.

There are some more experienced, more gifted, more practiced that

are better than others, and we love it when we

have the best case manager on our case, but sometimes

that isn't the case, but the reality is they're all

trying and that I want to give them credit for.

And most case managers do genuinely care about the

children and the families that are in their caseload.

I think that's worth remembering sometimes when

those frustrations get high, Because what I

want to do is close with this.

You know, we've got a lot of priorities in our life.

We've got things that we're always trying to do.

And I wanted to remind us

that we cannot please everybody.

We cannot do everything that everyone wants us to do.

So it's important to know who are those

important people in our life and what are

those important things in our life?

I want you to think back to that messy room.

There was a time when that would have driven me crazy.

Well, it did drive me crazy as an early parent,

as an early spouse that I would see that that

would be an urgency call to me and I would

want to bring all hands on deck.

But you know what?

If that didn't get cleaned but there

was strengthened in another relationship, I think

the relationship is more important.

So the point is we can't

do everything we can't please everyone.

What we need to know is who are those that

are important and what are those things that are important

for us to do and know that we're not going

to be able to take care of everything.

So when we drop something,

don't drop those relationships.

Those relationships aren't made out of rubber.

They're not going to bounce like the room isn't clean.

The relationships are made out of glass.

And if you shatter a relationship, It is very difficult

to get that relationship back where it was be attentive

to the things that you place priorities on.

So I just want to remind you, Mark

McDonn, and then I've got Facebook and LinkedIn

on Twitter and encourage you to participate there.