**06-12-2023 - Video\_Tranacription**

[Attendee 7] (0:16 - 0:17)

Right, perfect.

[John Woodman] (0:18 - 0:41)

I think we're good to go. Right, let's let a few people in. 25.

Crikey, better make it a good one. Hello guys, how you doing?

[Attendee 7] (0:42 - 0:42)

Hello.

[John Woodman] (0:44 - 13:50)

Some familiar faces. Facebook live streaming issue so apologies for the delay. But having said nothing, it's like most people on here anyway.

There are. So obviously this is obviously a popular topic. Give it a couple more minutes.

Let's just meet you all for the minute, and then we'll get a few more people in. Okay, cool. Let's kick off.

So midweek mentoring winter hit list. Anyone feeling like they've got a bit of overwhelm going on. Hands up for a bit of overwhelm.

Yeah, yeah, all those hands going up loads of work to do and then they've just dropped this massive task on you as well for the next three months. Brilliant. So, I guess my job today is to talk to you about the winter hit list.

What is what it isn't. Try and relieve you of some of that overwhelm. I've been on the track, five times now.

This is my sixth year. Second year on the board. And it does get easier, but there is always a whole lot of stuff to be done.

So I think if we just looking at the winter hit list. Overall, Adam went through the kind of system acronym so at the top level. What are the issues you've got in your business.

And what are the most important ones of those issues. Who's going to sort out those problems for you. Are they going to do it, actually getting on and doing it, and then making sure they actually, you know, deliver that to the end.

So, bit of background for me, and we have a started a service combination business, six years ago, seven years ago, and I went into it with the view that everything needed to be systemized I was working full time at the start, everything needed to be systemized they needed to be processes for everything. So that I could, so they could basically run hands off. And to a large extent it does.

We've now got VA's and property managers and things in place, and that works really well but when we started, you know, did mastermind come off mastermind with this massive great property mess. And then join PE and try to sort out the mess tidy up and streamline everything as we go along. So, the winter hit list was kind of fundamental to that.

And like a lot of you. The first time I did it, I hadn't spent the previous 12 months writing down all the things that needed fixing in the business. It's all kind of a bit, always, there's a whole lot of stuff that we could do.

Where do we start so I think my top tip on the first bit would be, don't worry about the fact that you haven't already got a list of things that need fixing sorted out. You can, you can sort that out over the next few weeks and into January as well. So, and, but I think somebody so somebody asked Tom asked the question, and on the Facebook group of the day.

What happens if there are no issues, issues or problems being highlighted by your team, your team might just be you right there's probably several people on here it's a team of one. Okay, that's what that was me at the beginning. But now we have a team and it's a bit easier but sometimes you just need to tease those things out of them.

And a lot of that might be you putting down 10 things to start with and just putting them out there. You need to stimulate the thought process with, with your team about, you know, what are the issues that need fixing, or we need to this process always goes wrong we always get complaints about this. And they might think they're really minor and trivial things, but sometimes those minor and trivial things end up on your desk and you've got to sort it out because somebody else hasn't got a process to sort something out.

You'll have, depending on what your business model is you'll have really busy periods and really quiet periods. Those really busy periods are where those issues and problems get highlighted, you know you haven't got enough people. So in our case, we forever having problems with cleaners, you know what's our backup cleaning plan what's the, you know, we need to make sure that we've got plumbers, electricians, boiler engineers on, you know, on non speed dial but we need to be able to get hold of them, you know, for us as a business, when, when a guest arrives and stays for the weekend and there's a problem with the heating.

It needs fixing right there and then. Okay, we'll do our best to provide them with information. So, you know, for all of our properties in our property information, we have links to the videos for that boiler, you know how to reset the boiler how to, you know, recharge the boiler how to operate the microwave how to.

What's the washing machine manual all those kind of stuff. When we started we didn't have that. Right, so the winter hit list was a time where we could go do you know what for the next three months, it's quiet for us, we're going to make sure we know what everything is all of our properties and put that information to see it together somewhere where whoever's liaising with the guest that day can access that information.

Right, so there's not people aren't scrambling around they just go inside. Yeah. Victory House flat 10.

These are all the bits of information for that property. And they can just send that to the guest so it makes the guest experience great. It makes our life, our lives easier, but we didn't have that at the beginning.

Okay, so that's not a small task. But it was something that needed to be, you know, that popped up once we had. When you've got 30 4050 properties to look after, you know, issues arise.

Often, more often you realize for some bizarre reason. So I think getting your team to think about all of the issues, and some of them they will think are trivial. And getting those down on a WhatsApp on an email, whatever.

I mean, in an ideal world, you'd have a WhatsApp group and everybody would just dump them in there over the over the 12 months but it was conversation on Friday, somebody doesn't want to use WhatsApp because of what they do. That's absolutely fine. You just need to find a way of getting those things written down.

If you're in an office, stick a pile of Post-it notes next to a wall, you know, just get people to dump stuff on a Post-it note you'd be amazed at how quickly people fill up Post-it notes if you give them a pile of Post-it notes on a pad and say, tell me all the problems. Don't sort out your personal life problems but give us give us the business problems and stick them on a Post-it note, and we'll go through those, but list everything out. All right, no matter how big or small they think the problem is, get them get them to list it out.

Once you've done that, start to group them together, there will be common themes. There might be common themes around departments, it might be common themes around people, if it's a people issue. Then you need to tread carefully, but it's nine times out of 10 it will be something to do with finance or it'll be something to do with marketing or operations, but start to group those together, start to think about what the commonality is across the themes.

And then think about how you might be able to to move those around. If you are, then you start to look at prioritising those. There will be stuff that is really important that you absolutely have to get done ASAP because if you don't do it, your next really busy period is going to, it's going to kill you, it's going to wipe you out, you know, you don't want to be in that scenario, so prioritise them.

Sort out, you know, what the top ones are for each department. Red, amber, green, red being super urgent, super important. Absolutely need to get them done.

Amber being, you know, would be really good to get them done. But the world's not going to end if you don't get them done. Green is, green are the nice to haves, you know, paint the wall.

We want to redecorate the office, not important but it'd be nice to have. When you've done that, you need to take those ones that you've made red and decide which ones of those are absolutely business critical. So you're doing two lots of prioritisation.

You're prioritising the ones that are urgent, important. And then you're breaking those down into, okay, out of these six that I've just come up with that we need to do, what is the absolute, you know, which is the one we need to do first, and that might free up some of the others, you know, you might find some of these tasks are linked as well. And then you can start looking at how long is that task going to take.

Now, a bit like Sunday sanity. Don't create tasks that are massive. Right, you, you're going to set yourself up for failure.

Take that task, and it might be an overall project of, you know, redefine the tenant viewing process. All right, or tenant tenant onboarding process, break that down as much as possible into smaller tasks. Because then when you give it to someone, you can say look, this is the overall project.

It's going to take three or four weeks, we think. But I've broken it down into, you know, these these five or six much smaller tasks, they'll thank you for that, because they'll realise they can fit it in and around everything else they're going to do. And even if not dump this massive task on them.

And when it comes to estimating the time to do the task and get them to do it, get them to buy into, you know, how long do they think it's going to take in your head. You might have three or four weeks, they might say I'll get it done in a week. Okay, let's let's let's compromise, let's go for two or three weeks.

That makes them, them feel good because you're not putting them under pressure, but it also is about being realistic. I think Adam said on Wednesday. Whoever time they say just double it.

Whatever time you think it's going to take just double it, you know, these things, these things do take time and everybody's don't forget everybody's doing this while they've got their day job as well. So this is this is extra work for them. Then you can start to allocate so work out how long it's going to take and then start to allocate that work across people.

The reason for doing the time estimate before the allocation is that you can then allocate it to the people who you know have got the time to do the task. You know, there'll be there'll be some people in your team who were just maxed out the entire time. There's no point chucking a few more tasks at them because they'll just feel rubbish.

They won't achieve the task, and you'll have you'll have missed an opportunity. This is this is your three month period January to March to make some significant change in your business for the better for the long term. So do it once, do it forever.

We've done it forever. And so don't, you know, don't, don't give it to the wrong person. Because you've got a feeling they're not going to achieve it.

Be really selective about who you give it to make sure they've got the time to do it. But also, don't give them all big tasks, you know, give them some of the small ones that they can they can tick off the list that they can come back and go yeah john brilliant I've done that I finished it last week. Give me the next one, or I'm working on the next one.

Set them up for success, and then you'll get much, much better results out of it. Selecting people we talked about who's going to do it, not not not when but who's going to do it and then do the when they start to look at who may be if they do these kind of tasks. It will level them up in their in their understanding of the business make them, you know, make them buy into the business more.

Pick the right person for the role that's got the capacity to do it it's got the expertise to do it. And it is also realistic. As I said, you know, don't, don't set them up for failure.

You're not going to do yourself or them any favors in selecting people. And with the timetabling thing. I think, Rachel, they all get the spreadsheet for the winter at least template.

[Attendee 2] (13:51 - 13:52)

Yeah, we have it.

[John Woodman] (13:53 - 13:54)

Thank you very much. So, where is that.

[Attendee 3] (13:56 - 13:58)

Where can I find that.

[Attendee 5] (13:58 - 14:00)

I can't. It's in Facebook files.

[Attendee 3] (14:01 - 14:05)

I did look there as well. I still can find it so yeah.

[John Woodman] (14:06 - 23:57)

I'll send it to you if need be. Yeah. Thank you.

So, in there, you'll find the list of tasks on the left hand side you can do the red, amber, green, you can do the scheduling timetable out over the three months, work with your team, get them happy get them to buy into it, get them to suggest timescales. If stuff's overlapping. You know, it'd be quite relatively easy to see whether you know one person's got 15 tasks and someone else has only got one, you know, can you break those tasks down can you share it out.

Don't. It might be that people particular business, lots of the issues that need fixing are to do with finance. When you look at that chart, you'll find that the finance team have got all of the tasks.

Can you break some of those tasks out and then share that with them with some of the other teams. And actually, getting other teams involved in some of those tasks in departments that they don't normally work in. It's not a bad shout, because that, you know, helps people understand how the rest of the business works.

I'm not sure I'd want some of the finance team doing necessarily all of the operations stuff but actually if they understand how those parts of the business work when there are issues. They'll be much easier to resolve because they've got a little bit of understanding about, you know, what what works and what doesn't work in each department. Again, set them up for success.

Help them learn help them have some have some wins along the way. And they will be, they'll be your friends forever. In terms of getting it done.

Make it a game, make it fun, put some rewards in place if you want to, you know, at the end of the end of the year. At the end of the end of your business year is March, that's when winter hit this finishes. Tell them, you know, we're going to get all these things done, we're going to have a party at the end of the year.

It's our New Year's Eve. We'll take you out for dinner, whatever, whatever it needs to be that motivates them to get some of these things done. And by the end of the year, and you're doing cave time at the minute.

So, get them to do a version of cave time, call it call primetime. Give them that time in their diary that enables them to get some of these tasks done. And, you know, give them the permission to move stuff around in their diary give them the permission to take an hour out a couple of days a week and go and get some of these tasks done.

If they want to unlock themselves in a room that let them go and lock themselves in a room. And, but if you don't give them that permission, they'll always feel bad about it. So you know, let them know that it's okay to go and take 90 minutes out in that little room in the corner to get some tasks done.

If you need a FedEx day, take a FedEx day to get that task done, but you've got to come back in the next day. With that task complete. A lot of these tasks are going to be quite long, but most people's enthusiasm, attention disappears after 90 minutes.

So just remember that they're not going to get remind them they're not going to get it all done in one session it's probably going to take 23456 sessions. But that's okay, you know, the aim of the game is to get the overall task done and if we've broken it down into six smaller tasks which we do over a couple of weeks. That's absolutely fine.

You might find that once they get really stuck into a task all of a sudden two or three hours have gone by and they've cracked for a whole load of it. I don't know about you but I can, you know, sometimes you wonder where the days gone because you've just been maxed out and, you know, head down and getting something done. And they'll, you know, just let them manage it.

But keep an eye on them. Use the SCS process, set them up, check it and sign off on a weekly basis. Make sure you know how they're doing.

If they're having an issue, don't let them stew on it, make sure that they're coming back to you saying like, I just can't do this task, fine, redefine the task or change the timescales on the task, do whatever you need to do. But the important thing is, by the end of March, you've landed some of those planes, we've got some of those things in place that are going to change your business forever. In a positive way, hopefully.

The execute, the last bullet point on execute was all about being on their AAA game. So, if they're tired, exhausted, overworked, everyone's underpaid but overworked and underpaid, they're not going to feel like they want to be doing these tasks for you. So, you know, work with them.

If they need to take a bit of time out, if they're going to work, smash it out of the park for three or four days, and they need a few hours off, they want to come in late, need to go home early, that's fine, you know, work with your teams to make that happen. The happier you can make them, the faster they'll do the work. And the better results you'll get out of it at the end of the day.

So, yeah, health, fitness, all that kind of stuff, all important. Make sure they understand which are the important tasks versus the urgent ones. You know, answering the phone is urgent.

Because it's ringing. Might not be an important way to deal with but it's ringing so you've got to do it but make sure they know and understand which of those tasks are important, which ones are urgent. If they're doing something which you don't feel is going to get you to the end result you want, try and coach them through that process to get to get where you want to be.

Don't start criticizing, I wouldn't do that, I wouldn't do this, wouldn't do the other, that's not going to motivate them to get the task done. Sit down with them, get an update, and look at how they're doing the task, coach them through it. It's quite hard to do coaching without being too directive.

But if you can coach them to come up with the answer that you were looking for originally, that will help you and it'll also help them in the long run as well. SCS we've talked about already. Help them understand, check in, they don't need to be short check ins, how you getting on with that task, yeah I'm doing fine, anything you need from me, no, right, crack on.

And you know, you use the process, it works. And you'll end up with a whole bundle of tasks at the end of the three months that will change you, will change your business and make everyone in a better place. Top tips.

I think I mentioned at the beginning, you know, in an ideal world, you'd have been gathering all this stuff for the previous 12 months that you'd now be trying to fix, well not, from January to March be trying to fix. If you haven't done that, don't stress about it. There's always, there's always stuff that can be fixed.

You can get the information out of your teams, you just need to tease it out of them, and often giving them your initial thoughts, you know, here's my top 10 things I think we need to fix, what are your thoughts, they'll come back to it. A lot of people don't like working with a blank sheet of paper. I'm one of those people, give me a blank sheet of paper, that's the worst thing in the world.

But if I've got something to work from or something I can expand on or something I can change, much, much easier so everybody thinks differently does things differently. So just bear that in mind. When you when you when you set up a group, put some stuff in there.

Get them get them get them going. So we're looking and we're looking for things that are the important things are the things that are going to make a step change to your business. It means that you've got a whole new process mapped out, you're not having to take phone calls, you don't have to work weekends, or you put processes in place that means you can take on a VA, all those kind of things that make real positive changes to your business is what we're looking for.

And in this scenario, and things need to be finished, they need to be 100% done. Because it was only 90% done, it's not finished. You need to get all these processes done or whatever it is you're going to do, get them finished.

Otherwise you'd have to wait till next year. Alright, so once we get to the end of March, and often will overrun a little bit into April, but once we get to the end of March, we need to be, you know, pulling the shutters down on this activity. And then because that, you know, we're starting to ramp up and get busy in our businesses, and we need to be moving on cracking on and doing the next phase of business cycle.

So we don't want to still be trying to fix stuff in April, May, June, July, because you won't do it. So you need to get stuff done by the end of March, and then move on. Andy, I'll come back to you with a question in a minute.

Play the game, make it fun. Everyone's going to slow down a little bit over Christmas. But just keep those ideas flowing, keep that stuff going in the group, keep the stuff going into the spreadsheet.

And make sure that when you come to the beginning of January, you're good to go. You don't want to spend the first two or three weeks of January coming up with ideas because you're going to lose, you know, two, three, four of those 12 weeks. It's only 12 weeks that we've got to play with.

So make sure that you can hit the ground running at the beginning of January and start to start to knock out some of these tasks. So that's kind of a whistle stop tour of the winter hit list. It does work.

Rachel, your host on the programme, her first winter hit list season, you smashed out loads of stuff, didn't you? Processes, people, all that kind of stuff.

[Attendee 1] (23:58 - 24:54)

I absolutely loved it. I'd never done anything like this before. And I just took it and went wild with it and spent 12 weeks totally immersed in fixing things.

And it was, yeah, it was a massive step change. And I think, John, I couldn't agree more with what you said. People need to aim at putting the things in the list, putting the tasks in the list that are going to game change, that are going to make a massive step change when you shift into April.

Because when you see it's that step change that everyone needs to look for. So it's making sure that they understand what the big problems are that they need to sort out in their businesses and sorting them out first. Because it's really easy to get caught in the detail with winter hit lists.

I think and also your team members to get caught in the detail. But make sure that you're focused on them and yourself picking out the big the big problems and fixing those because that's where you see the step change, right?

[John Woodman] (24:54 - 24:55)

Yeah, absolutely.

[Attendee 1] (24:56 - 25:02)

Have you got an example, John, of one where you've done that with your team, like fixed a big problem?

[John Woodman] (25:05 - 25:55)

So, yeah, we we had issues organising cleaners for properties and just making sure that everybody knew what everybody was supposed to be doing. So we ended up searching around for a tool to enable us to do that, but LinkedIn was something else. We had to put some stuff in place to link that.

So that's now automated. So when bookings come in, it goes into a calendar. Everybody knows when it's when the clean has to happen, what the bed layout has to be and all the notes to go with it.

So whereas before it was WhatsApp messages and, you know, last minute phone calls and bits and pieces. That's now a totally automated system. So it's stuff like that, which frees up your time, makes you a more efficient business and that kind of stuff that are the absolute step changes or game changes in this process.

[Attendee 1] (25:56 - 26:03)

Yeah, I'd agree. I think the automation piece, if you can automate a process and have it, it just gets rid of so many so much noise, doesn't it?

[John Woodman] (26:03 - 26:28)

Yeah, absolutely. And if you can, you know, one of your tasks might be to write down the process, define the process. And the next bit will be, OK, find a tool that enables me to do that.

And the third bit might be implemented. But if you just put down, sort out this process, you know, where do I start? You chunk it down into smaller and smaller tasks until everything becomes manageable.

Andy, you got a question? Do you want to unmute?

[Attendee 2] (26:32 - 27:03)

Yeah. I mean, I don't employ anyone. I have myself and like a joint venture partners, but mainly myself, really.

So I've got like the tradesmen, got professional. So do I try to assign some of these tasks for them to help me improve or am I doing it all right now on this journey alone first? When you start off as being a man of one.

[John Woodman] (27:03 - 30:01)

Yeah, absolutely. I think it's probably going to be more focused on on yourself. But I don't know what the relationships like with the trades and bits and pieces, but I suspect if you ask them, is there a better way we could be working?

Is there a better way we could be sharing information? Is there a better way that we could be invoicing you or paying you or setting up contracts or outlining the schedule of works, et cetera, et cetera? There's probably there's probably stuff in that entire process that you could improve on, which frees up some of your time.

If you're finding yourself doing repetitive tasks, what's the process you can put in place to stop you having to do that repetitive task? And then you can, you know, maybe you have a standard format for your scheduling or a standard format for your the conversations or the changes in projects that you need to, you know, this is how you're going to communicate to people. Because you want to get to the stage where at some point you can send out or get someone else to send that information for you.

You know, so you can just populate it with the information, somebody else can fill in important details, like who it's going to and they can send it all out. So the simpler you can make your processes and forms and paperwork and stuff like that, the easier your life will be. Thank you.

So I'm looking at Steve's message. I don't have any time broken in my business because it's a new business, there are no processes yet. I've started a winter hit list but it's got priority activities as part of the forming stage, for example, setting up the sales process.

Yeah, absolutely. They are things that are going to step change your business. So take this time.

So if you said at the end of March, you want to have the sales process set up, the brand and the marketing done, etc, etc. Yeah, make those the tasks. It's stuff where you can spend three months absolutely nailing that will step change your business.

You know, is it, it might be a new business, but I suspect somebody, it's a new business to you, but somebody somewhere will have done something similar. I am not a fan of reinventing the wheel. Right, if you can beg, borrow or steal it from somewhere else, absolutely do it.

All right. You have my permission to go and steal it from someone else. If they've got what you're doing, whether it's terms and conditions, processes, whatever, go and find it.

You'll be amazed what you can get a chat GPT to knock out for you. You know, use the tools and systems that are out there to accelerate your winter hit list progress. You know, you don't have to reinvent the wheel.

That is really hard work.

[Attendee 1] (30:02 - 30:27)

Yeah. So that point, I think share in the fit. Everyone should share in the Facebook community.

If you need help with something and someone's done something in the past or we or maybe we know someone on an advance that can help. If you post it in the group on any particular task that you think you might struggle with or might take you really long to work out, we might be able to accelerate that, as John said. So get help in the community as well.

[John Woodman] (30:27 - 31:12)

Definitely, definitely. I mean, most of the perfect king of plagiarism. Absolutely.

I think, as Dan alluded to in the advanced room, a couple on the last month one before, you know, all of the answers you need are in the room. Whether it's finance, knowledge, information connections. There are 60, 70, 80 people in your room.

Somebody somewhere will know the answer or they'll know somebody who does. So, you know, use the use the room. First of all, if you can't find it in the in the room, then, you know, reach out to Rachel, Adam or Josh and they'll they'll help you find the answers out.

Daryl's got a question. Go for it.

[Attendee 5] (31:14 - 32:02)

Yeah, thanks, John. So far, it's valuable. One of my questions was actually I just made a note to ask chat GBT for every task that we list on there just to try and speed that process up.

I don't use it that much at the minute, but I think that's definitely helpful. So thank you. And my question is more around.

I've actually got my strategy day with the team tomorrow to kind of finalize that and bounce those ideas. Is it would you is it complicated matters from your point of view discussing the winter hit list? I've already done set up the group with the winter hit list and the people have added stuff in.

Do you think that's wise to discuss both at the same time or do you think it's get the strategy bit done first and then look at explain a bit about the winter hit list and then possibly have another meeting for that?

[John Woodman] (32:03 - 33:14)

I would I would start to see the idea. So do your strategy piece. Right.

So that's going to take you from where you are now to where you need to go to get to for next year. Some of them will maybe sit there going, how are we going to do that? We haven't got this.

We haven't got that. We haven't got the other. Right.

That's all the stuff that needs to jump into your winter hit list. So in order to be able to deliver your strategy for next year. What are those things?

What are those processes? What are those documents? What's the stuff that you need to get sorted out within the first three months of next year?

So yeah, tell them the strategy. You've already you've already set the winter hit list up. Group up already so they're kind of aware of this thing called the winter hit list.

This is your opportunity to explain what it is why you've set it up and how they can be a part of it. I don't know. Give them a reward for the person who comes up with the most things that need fixing.

Just get them to start contributing as much as possible into that group. And then between now and the beginning of January, you can start to work out who's going to do what, start to schedule some of it out, obviously getting them to buy into that. And then smash it out of the park for the first quarter of next year.

[Attendee 7] (33:14 - 33:14)

Thank you.

[John Woodman] (33:15 - 33:17)

No worries. Pat, put your hand up.

[Attendee 3] (33:18 - 33:49)

Hi John, thank you very much. It's just a quick question. So obviously, I imagine a lot of this is to do with like writing processes and documents just to make sure your next year is much better than it is already.

What's your kind of like tips on keeping these processes like simple? Sometimes when I sit down and do it's just like it just seems so sometimes it just turns really complex and any tips on keeping them simple would be great. Yeah, good question.

Well presented.

[John Woodman] (33:51 - 33:57)

Have you got a VA? Yeah. Who's writing the processes for you?

Are you doing it or is your VA doing it?

[Attendee 3] (33:59 - 34:22)

A bit of both. So, sorry, I kind of write the headings with her and then she packs it out with all the detail. And so I try and keep I try and do like the I try and keep it simple with the headings and then she packs out the detail.

But then even then, I just think. It's still quite hard to keep it simple.

[John Woodman] (34:25 - 37:20)

So the way to make things simple is to take complicated things and break them down further. You know, if you're if you're. So if I do a screen record of something that I did do in, I'll send that to the VA and say, look, can you, you know, so I need you to do we can in the process.

Can you turn this into a process so that, you know, if whatever happens, you left, I've still got a process that maps out what I just asked you to do. If you're mapping out processes and there's still big chunks in it that feel really complicated. Break them down further.

It doesn't matter if it's 50 really simple steps rather than 10 big ones. It's just about somebody be able to go. Okay, I've done that.

I've done that. I've done that. I'm just working their way down the list.

So if it feels too complicated, you can probably break it down further would be my tip on that one. Some stuff. It might seem seem simple to you but complicated to someone else.

You know, I say find a five year old and see if they can understand it, you know, but, but, yeah, but if it seems too complicated. See if you can break it down further, and then just keep breaking it down the same as same as Sunday sanity tasks and all this kind of stuff just keep breaking them down until they're into small manageable chunks. And that you can either delegate to someone else.

If you're doing. So equipment on your Sunday sanity is brought annual top 10 of the week. Look at that top 10 for the week and decide if you need to do all of those top 10 out of those top 10 What else can you what could you delegate to somebody else, and because of who they are or what skills they've got.

So you might end up offloading two or three of your top 10 tasks, brilliant. Put two or three more in to keep yourself at 10 and see if there's any others you can offload so the 10 things you end on your end up with on your Sunday sanity list are the 10 things that only you can do. They are the high value tasks, everything else you should be trying to offload to somebody else where at all possible.

We talked on a call yesterday about. If you've got those 10 tasks and they know that you know they're things you want to offload in the future. Make a note next to it, screen record you doing that task, so that you can then send that to someone, so it will never appear on your, on your top 10 list again, because you've, you've now got the video that allows you to delegate it somewhere else.

So yeah, just keep chunking it down until it becomes super simple would be my top tip on that one. Thank you. No worries.

Anyone else got any. James Healy's offering to help anyone out on the construction type stuff. Thanks for that James.

Any other questions. Anybody got any questions on any of the other tasks you've got. Oh, Claire's got a hand up go for it Claire.

[Attendee 6] (37:20 - 37:51)

Hi, John, I was just wondering what happens if you have way more that comes up on the winter hit list then you're reasonably going to be able to achieve in one year, do you sort of put a pin on those and bring them back next year and just keep reviewing and keep reviewing and maybe they never happen maybe they never make it to the top of the list, or maybe with each year that progresses they go up I just wondering what your thoughts were around, around the ones that don't make it let's say.

[John Woodman] (37:52 - 39:13)

Yeah, absolutely. So there's always we've all got to do list right whether it's always on every month to do list it's the same task. Do you know what, it probably wasn't urgent or important in the first place.

So yeah, I think you got to be realistic with the time, there will be stuff that you aren't going to achieve. Let's make sure we hit all the red ones as many of the orange ones as possible. And the green ones the nice to haves.

They might be nice to have this year, next year, they might be really important, because something's changed in your business, or you've changed your business completely. And they're just not even required now so I think now you know you've got the winter hit list template. Next year when you come to do this, start with the old one, take out all the stuff, see what's left in see if they're important.

And in an ideal world. You can get get a VA or someone to just go through the WhatsApp group and add them all into the spreadsheet, so that you haven't got to do that every year. Make your life easy.

Keep it keep it simple. But yeah, there will be stuff that never make you don't that doesn't make it. I've got stuff.

I had stuff on a list for a couple of years and you know what we changed the way we did stuff and that stuff wasn't required in the end so you'll you'll know when you do the list which is the important stuff. What's the stuff you absolutely have to get done to make your life easier.

[Attendee 4] (39:16 - 40:35)

FM, you got your hand up. Yes, how's it going, John? Hope you're okay.

Hope you can see me. So quite interesting. I've just finished.

So our business is predominantly a sourcing business. And within our sourcing business we've got four different departments. I've just had a call hour and a half call with the rent to rent side of the business.

Four really good colleagues on that. And just like a bit of advice for everybody to kind of help out with the winter hit list. What we've basically done is we broke it down into the various different stages of selling the properties that is from finding the investor to finding the property to post sales activities and whatnot.

So we broke it down in each section. We then spoke about where we're at now, what we can do to improve. And it kind of rounds the conversation really, really well.

Usually that means the rent to rent side of the business, they're relatively young, so don't usually come with these ideas. But when we've looked at it, breaking it down into various different sections of the sale, then I've just started to see that there's a lot more energy. And it really got like the brain thinking.

So just for advice for this group, if you have a team or if it's just by yourselves, wherever it may be, break it down into various different sections of the sale or sections of your property business. And that really helped start to think about, okay, this is what we can improve system wise or process wise X, Y and Z.

[John Woodman] (40:37 - 41:57)

Yeah, absolutely. And I think once people start to talk and ideas start to flow, you'll be amazed what comes out of people. They start bouncing ideas off each other and you're not looking for solutions, but they'll be coming up with ideas about other things that need fixing.

If you do that, then we've got to do this and, you know, and your list will gradually get longer and longer. And that's the key with if you can't tease ideas out of people, you've got to start seeding it with other ideas. Some stuff might be trivial to you, but just stick it in the group, start feeding them with things that they can feed off.

If you know, and this is a bit naughty, but if you know there's a problem in a department or with a particular group of people you're working with, you can carefully word some stuff in your winter hit list, which makes them go, oh, yeah, that's us. Maybe we need to change that. And then they'll start commenting.

So be careful how you do those words, though, because you don't want to upset them too much. But it does start conversation flowing at the end of the day. At this stage, you just want the conversation to flow.

You just want the ideas to come out of people without upsetting them too much along the way. Cool. Any more questions?

Anybody got any questions on anything else? You've got homework you've got to do. I'll try and answer them while I'm here.

Got a bit of time left.

[Attendee 3] (42:01 - 42:17)

Yeah, John. Yeah, go for it. It's Pat again.

So process docs, is there a particular format which which kind of works for every process doc? Or is it that people kind of use or just like go for it and process docs different?

[John Woodman] (42:20 - 42:41)

Yeah, everything's different. We've ended up using. We've ended up using Canva.

So I'll get a BA to just put the processes in Canva. You can put pictures in, you can link documents and all that kind of stuff. There are various other process, specific process generating ones.

I can't remember what the one Josh was. Josh used quite a lot when he had Zest.

[Attendee 1] (42:43 - 45:35)

I use Asana a lot, John. Yeah, that's where all of my processes sit in Asana. And they're literally, they are quite complicated because for some things like onboarding and being compliant, you have to have some, you have to have lots of steps.

So if I could, if maybe when we get to systems and processes, I'll walk you through one of mine where it's literally it started as a checklist. So it evolves over the years. So you don't have to remember this is an evolutionary process, not a you've got to get it right from the off right now.

And John's gone through the same thing as me where you evolve. So I started off in the first year with checklists. And these were just word documents with everything, with all the steps written on and the VA and me would write them together.

And then in the second year, I started to build those in Asana so that we could follow a workflow so that I could see at a glance where she is in the onboarding process. Oh, she's done. She's done the first two big steps.

So we'd have like an overview process. So that would be six main steps to the onboarding process. But within those steps.

There is lots of detail. Yes. So subtasks is what that's how it relates into Asana.

But that, you know, the steps within those bigger steps. So you could simplify the process by having six main steps to do the task to do the to do the process. But within those big steps and simple steps, you've got more detail.

Yeah. And that's OK to have the detail where you need it. I think John's absolutely right.

You don't want to overcomplicate things, maybe sometimes thinking about how that process links with another process. Don't try and overcomplicate it too much. But it is OK to have quite a bit of detail in some of the things that you do, because if your VA left tomorrow.

So say your VA, I stole your VA and she came to work for me. She could do my onboarding straight away because it's very detailed and it's step by step guide for what she needs to do so that she could take it on with one session from me on how to do it. And she'd be able to follow the entire thing because within that process is all the templates.

She needs all the email templates, all the word documents, all the onboardings in one. But it started life as a checklist and then it evolved into an Asana workflow. And then in that Asana workflow, I then built in all the templates.

Do you see what? So it's an evolution. So think evolutionary when you're doing winter hit list.

What do you really need to do this year that just get you started and help with a lot of the headaches that you might be experiencing? Would a checklist be enough? Just a word document with it all written down for your VA to follow.

Yeah. And then maybe a task for the VA later would be or the following year would be to actually build a workflow process. Once you've trialed and tested it and it works brilliantly.

You know, once it's working smoothly, can we then pull that into a Asana or. John, what's motion do? You've got like a work management tool, haven't you?

What have you got?

[John Woodman] (45:35 - 46:11)

Motion you can use to schedule your tasks in your calendar. So it's a task list linked to your calendar and then it will you tell it how long it's going to take. You tell it the priority and then it will put all the stuff in your calendar for you.

If you and then when you then log in and say, I've done that one and it will mark it done in your calendar. But if you if you haven't done it, if you've not been into your calendar and ticked, I've done it by the time that task is due to finish. It will reorganize your entire calendar to fit that task back in.

[Attendee 7] (46:12 - 46:12)

Wow.

[John Woodman] (46:12 - 46:31)

Don't forget to do it. So. Yeah, you just find stuff moving around in your calendar because, you know, you've told it what's important.

It'll move all the important stuff first. And if you miss something, it will move stuff around to make sure you try and get those important things done. It takes a lot of the.

It takes a lot of the thinking out of it for you.

[Attendee 1] (46:32 - 47:20)

That's quite a powerful tool for organizing your own winter hit list work. Right. Whereas I think Asana is more you could have it be a team and Asana is about organize.

You can organize yourself using Asana and Asana. You can use it quite in. And I think Trello is quite similar.

You can use it to quite a great depth for free. So, you know, I think motion is a paid for tool, isn't it? It is a paid for tool, but the free version is very.

You can do an awful lot with it. I am. I lost my Asana for two days earlier on in the year.

I absolutely. It made me realize how important having Asana is for me now, because everything I do in my business is on Asana and everything my team does is on Asana. And, you know, sometimes you build these things in and they're critical to how you organize yourself.

[Attendee 3] (47:23 - 47:35)

Yeah. Yeah, it does. Yeah.

And and if you were to steal my VA, this is the time of year to do it because I've just given her a 13 month bonus pay. So she's probably it'd be the time for her to leave.

[Attendee 1] (47:39 - 47:43)

Yeah. So she said, no, I'm getting paid more here. No, that's absolutely how you want to do it.

[Attendee 3] (47:44 - 47:46)

Take your bonus and leave. Yeah, that's the way. Yeah.

[Attendee 1] (47:47 - 48:33)

I think where you want to get to the end of by the end of March is thinking about this. If I gave you know, like if I did a video introduction on this, on this, on this particular process. Could this could have could somebody else pick it up from me and follow the process?

Is it simple like like John said, is it simple enough that they can understand what they need to do from from the process? And I think that's really key. You can't get away from training.

You need to train. But at the same time, does the process reduce the training that you need to make? Can someone else pick it up off you?

But like I said, think of it as an evolution. You don't have to have it absolutely perfect in year one. You have to just do it enough so it does what it needs to do in year one.

If that helps. I don't know, John, you were going to say something else there. Sorry, I interrupted.

[John Woodman] (48:34 - 49:17)

Yeah, I completely forgot what it was now. So, but I think, yeah, just build on that. So set that set that target as something that, you know, you can achieve.

So if it's sort out a checklist, that's absolutely fine. You know, that's that's a step change in how you do stuff. If it is define the entire process, then that's fine as well.

But yes, set something out that that you feel you can achieve. So what I was going to say was, I don't know whether you've got it scheduled in, Rachel, but either yourself or Josh doing a session on Asana. I'm not sure where that fits in the process, but Josh is very, very good and is all over Asana.

And when you've got it set up right, it does revolutionise how you how you do stuff.

[Attendee 1] (49:17 - 49:24)

Yeah, there'll be a whole workshop on systems coming quite soon in the year. So that's it. Yeah, that's next.

[John Woodman] (49:25 - 49:26)

Andy, you've got your hand up, go for it.

[Attendee 2] (49:30 - 50:42)

Actually, that's partly answered. I was thinking, is there a session that we basically go through all the different useful software tools, kind of in more details or showing videos of how to actually use it? Because for us, we'll be trying to use all these different tools and apps or whatever it is we're learning.

We're learning it, but we have to adapt it to our own and see which one is the best one for us to use. But unless we try or we don't know or have a kind of person who's been there, done that. And this is how I use it and then how I can use it and adapt it.

We don't know how to utilise these tools properly. So you mentioned Asana, Trello, Motion and previously Loom and all these different things that we mentioned. So it'll be useful for people who's been there, done that before us and actually show us, OK, this is how we do it.

And this is how I use this tool. And then we could all on the programme can kind of think, OK, I like that one. I like that one or let's try this one.

I think that would be useful for us. That's a great shout.

[John Woodman] (50:43 - 51:17)

And I think so, yeah, later on when you do the systems and bits and pieces, Rachel and Josh, whatever, we'll talk about things like Asana. But there isn't time in the sessions to give you three hours of right. This is how you set up Asana.

This is what you need to do. This is how it works. But that'd be a great question for you to put on the Facebook group, Andy.

You know what tools are people using and then get people to talk about how they're using them and maybe do some videos for that for those tools. I think that'll be really useful resource for everyone. But yeah, just pose the question and get people to answer it.

[Attendee 1] (51:18 - 51:49)

Yeah, I think it's great asking everyone else what they're using because other people will be coming out with different experiences. But there'll definitely be, Andy, there's definitely sessions. We're doing systems in the new year.

And we will be looking and showing you how to use things like Asana. There will be like in midweek mentoring just like this. You'll have someone walk you through Asana and show you how to do it.

If everyone's interested in doing Asana. Same with time tracking that we're going to go into detail with that in the next workshop. So there's a lot of these things are up and coming.

Yeah. During the winter.

[Attendee 2] (51:49 - 51:55)

But we could do knowing it now. Just wait a few weeks.

[Attendee 1] (51:56 - 52:57)

I think post something up in the community, Andy, and we will share. Everyone will share what tools they're using for you and then you can start. One of the things a lot of this stuff is quite intuitive, isn't it, John?

And it's not it's not that hard to use. Asana, once you get to know it isn't that hard to use. They've all got really good tutorial knowledge bases that you can you can dip into and learn how to get started.

And sometimes the benefit for you is just to spend an hour playing around with something and seeing how it works for you and then deciding whether you think it's going to be useful. But if you want, I think start a thread in the community and we can start throwing in some of the systems that we use. And John, John, you know, you're a service accommodation background, aren't you?

So your systems, you know, anyone who's in service accommodation is really good with systems because that's what they need to deliver the service. So we'll we'll we'll start putting some ideas out there, Andy, so you can maybe pick a couple of things now that you think you might want to look at. So we can get started earlier if you need us to.

[John Woodman] (52:58 - 53:47)

Thank you. I think the key, the key with all of those tools is to just keep using them and then it becomes then it becomes naturally part of your business. You know, I've tried lots of stuff for one or two weeks and then you just kind of drop off and then never go back to it.

If only I was using X, Y, Z, like, well, I tried that two years ago. So, yeah, you just got to stick with some of these things and make them, you know, get into the rhythm of using them on a daily basis, just like a habit, you know, takes a bit of time to get them embedded in your business. Cool.

If there's no more questions. We will call it an end there. No.

Right. Hopefully I've helped a little bit with your overwhelm. Thank you, John.

No worries. And we'll see you all next year. Thanks, John.

Thanks, Rachel.

[Attendee 3] (53:47 - 53:48)

Really appreciate it.

[Attendee 1] (53:48 - 53:49)

No problem. See you.

[Attendee 3] (53:50 - 53:53)

Thank you. Bye guys.

[Attendee 5] (53:54 - 53:55)

Have a good day.