**14.02.2024 - Video\_Transcription**

[Rachael Davis] (0:49 - 7:39)

Marvellous. Got the recording. Just need to see if as people come in.

Oh, there you go. Hang on, I've got nine. How do I invite them in?

View. How do I accept them in, Lauren? They're on the screen.

You should have the button on the top of the participants. So I just press Admit All. Hello.

Hello, everybody. I'll keep pressing Admit All. Hello.

Wow, look at you all. This is marvellous. Give me a wave when you're on.

Lauren's just with me, just making sure everybody gets in, I think. Am I doing it right, Lauren? Yeah, everyone looks like they're in so far.

Yeah, cool. She's just keeping me on point here, making sure you all get in. So bear with me a second.

So I'm in. That's just good. That's got quite a few of you.

Hello. Hello. Just give it a couple more minutes just to make sure everyone can get in.

You can be on mute. You can be off mute. It's fine.

Lauren, actually, do I mute people or unmute people? Or do I just let everyone do what they want? It's best to keep it on mute and then just let them unmute as they ask questions or are speaking.

So if everyone heard that, you can put yourselves on volume if you want to talk to me. If you want to ask a question, if you're just listening, then put it on mute just in case you've got some background noise. Unfortunately, you might get some background noise from me because I've got children on half term, so I cannot guarantee I won't get interrupted.

I've tried to do my best at stopping the kiddies from coming to me, but you know, so bear with. So hopefully everyone will be ready to rock in just one more minute and then we'll get going. I'm just going to admit some more people.

There we go. Wow, this is a busy house. No pressure.

Right, I'm just waiting for it to fill up. Right, let's test everyone's microphones, give us something to do while we're waiting. So everyone, take yourself off mute and say hello.

Hello! Yay! Everyone's working, so you don't have to keep it on mute at the minute.

We're just waiting for everyone to join. I just want to make sure I've got everyone. I don't know why I've got a message.

Jacob, admit. For some reason, the odd person just gets left behind. Right, another minute and then we'll get started and I'll tell you what to expect.

Wow, we've got lots and lots of people on the call. That's brilliant. Marvelous.

Okay, what I'll do is I'll keep my eye on that and see if anyone else needs adding in. I'm just going to talk you through what to expect. Okay, so I'm going to walk you through.

I haven't got any slides prepared because it's all in Asana and I'm going to talk for 30 minutes and I'm going to cover what I think is really relevant on Asana. And then at the end, what we'll do is we'll spend up to 30 minutes taking questions. Yes, if you've got anything specific you want to ask me, hold it off to the end and then we'll just draw the questions open to anyone who wants to ask.

So just to cover up what I'm going to do, there's five key things that I'm going to talk you through on Asana. The first one is I'm going to show you how I do Sunday sanity. Yeah, so that is one thing you can do on Asana really well.

So I'm going to show you how to do that. I'm going to show you how to do it as a task list and as a project. Yeah, that's the first thing we're going to do.

Second is I'm going to walk you through how I set up my team on Asana using the one-to-one set up, check in, sign off process. So I'm going to show you how I set the team up on Asana. And then the third thing I'm going to show you, which is more of an advanced because we've got some people from advanced on the call and I'm sure they're doing this as well.

But on Asana, I've got my game changers. So we look at quarterly planning. So I'm going to talk you through how I do quarterly planning on Asana and what it looks like.

And then the last two things I'm going to show you are how to create a process in Asana and then how you can translate a checklist into an Asana project and run it in Asana. OK, so I'm going to give you two examples of that. One is my onboarding process, which is how I bring on tenants.

And then the other will be my offboarding process, which is how I send tenants on the way when they're moving out. OK, if you're listening, make sure you put yourself on mute because if there's any background noise, it'll be it makes it difficult for me to talk over it. So just be conscious of that.

You might want to you might be doing two things at once. That's not a problem. I do it all the time when I'm on these kind of calls.

And that's fine. But just at the end, when you're ready or you want to ask me a question, then take yourself off mute and ask me a question and we'll have a conversation. So that's the five things I'm going to walk you through now.

What I might also do is dig into my when I get to the check, the onboarding and offboarding, I might show you my checklist and how it started life first and then how it evolved into Asana. Yeah. So just bear with me.

I've just got to admit a few more people in and then we'll get going. So right. I just need to the technical thing here is just making sure I can share the screen with you guys.

So bear with me a second. I've got some major echoes going on. Right.

So bear with me a second. I'm going to share Asana with you and I want you to tell me if you can see it. So can you give me a thumbs up, everyone?

Or shout out if you can't see the screen. Can you see Asana? Yes.

Yes, we can see it. Yeah. Anyone who can't just pipe up and let me know because I can't see you all when I'm in a shared screen.

So if you shout, then I'll be able to hear you. Right. So this is the first one we're going to look at, which is Sunday sanity.

So we all do Sunday sanity and we all love it. Hands in the air if you love Sunday sanity. Everyone's getting into it now, which is brilliant.

Right. So this is how I do mine.

[Attendee 12] (7:40 - 7:41)

Yeah.

[Rachael Davis] (7:41 - 11:08)

So as you can see, I'm just going to I've got a bit of an echo. I'll keep an eye on that. And as you can see, I've got this needs to mute.

Yeah. Someone needs to mute the mute themselves. That's it.

We get a bit more echoes. We'll we'll deal with it. So this is Asana.

This is what it looks like inside it. So you can go through the basics, set yourself up an account, and then you will find that there's a left hand screen in the left hand screen. You'll see this one called my tasks, which is what I'm in right now.

Now, your my tasks is your your work, your work for the week or your your your Sunday sanity. Okay. I'm just making sure I admit everybody in.

I've just got quite a few people coming in. Right. Cool.

So you want to be setting yourself up for the week, so setting yourself up for success. And if everyone can mute themselves, just getting a few echoes there while I talk over the top. And my Sunday sanity looks like this.

Okay. So let me just show you it's in my tasks and it sits like this. So what I tend to do in my Sunday Sunday sanity project is I have a template that I use every week and then I set up my Sunday sanity tasks.

So so here you've got it all belongs to me. It's got the deadline for when it needs to be completed and it's part of this project here. Yeah.

So what I'm doing is I'm setting myself up a task list for the week, but then I'm also linking it back to a project where all of that data can sit. Yeah. So we call it the Sunday sanity project.

And then I can go week by week and choose my Sunday sanity list listings. Now, in here, you can see that I've got some prompts for myself. So it's always worth having some prompts.

You might have seen this with Chris Moss. He does this as well. So this week is half term.

So this is a strange week for me to be showing you, but it's live. We're in it. I'm going to show you how I do it.

And I've got to be laser focused because I'm only working Wednesday and Friday. I've been on holiday up until this point. So whoever's not got on mute, can you mute yourselves, please?

Because I can hear people talking in the background. That would really help everybody. That's all right.

Just check you muted. Obviously, my key challenges this week are time because I'm only working two days. And the lessons learned for me this week are when I'm really short on time, I have to keep Sunday sanity really simple and the tasks need to be easy to do.

And so that's some of the questions I ask myself. So I've got four questions I ask myself about the week ahead. Now, you could do the same thing.

Happy to send you these templates. Chris Moss has got some excellent templates, what he puts in his Sunday sanity as well. But this is where you can put your value in your knowledge.

The great thing is everything that you learn on a weekly basis about how you do your Sunday sanity will be fed into your project. So you can go back and review. You can go look back at the months and see the things that you learned and the things that you did and what worked well and what didn't.

So remember, projects you can keep and they can stay in your sidebar. So if you can see here, every project that I have. Oops, sorry, have I just linked you out?

Hang on. Let's bring up Asana again. Can everybody see Asana on the screen?

Can someone just let me know if you can see Asana?

[Attendee 12] (11:09 - 11:09)

Yeah.

[Rachael Davis] (11:09 - 24:20)

Sorry, I just dropped in a toggle there by accident. So you can keep them as projects in your project folder. So here, you can see all these different projects I've got here.

My Sunday sanity sits here. Yeah. And you can always go back into it whenever you want to look at different weeks of the month.

So it's there for you to review because some of the value in this is being able to evaluate and review what you've done. So this helps you keep it all in one place. The biggest difference, I think, between using just email and calendars and something like a management tool like Asana is the biggest benefit is that you have everything in one place.

So you've got it all trackable. It's all in one place and you can go and find all the information on one particular task or one particular project that you've been working on. It all sits in the same place, whereas in your email, your email could be it can be harder to find everything.

Right. So everything's different in different places. Unless you've got very organized folders, it can be hard to find stuff.

So that's the benefits. So this is my Sunday sanity for this week. And you can see here that I've added them in as subtasks.

So what was happening here is you can create a project and you can create yourself a task. Yes. So my task here is this one.

We commence in the 12th of February Sunday sanity. And then on top of that main task that I've got to finish by the end of the week, I've put in all of the 10 things that I'm going that are my top 10 high value. So these are only my high value tasks.

These aren't my everyday tasks yet because they sit in Asana in a slightly different place. And I'll show you that in a minute. And this is everything that I have decided in a sub task to do this week for my high value.

And I've only got today and Friday. And some of it will be done on Saturday because I've got a shelter week because it's half term and I'm juggling lots of different things. So some of it I've filtered into Saturday.

And you can see here that there are layers to Asana. So there are layers in Asana. You can build a task within that task.

You can add subtasks. And within the subtasks, you can add subtasks. Does that make sense?

So you can see I've got one which is create some personal development plans, which is something I've focused on advanced at the moment. And I've got a list of everything that I'm going to do. So I've written that in here.

So what's the aim of the game? This is what I've got to get completed by the end of the week. And some of it's going to move on into the following weeks.

I've put in here, it's ongoing. And then I've literally got a list of everything I've got to do between now and the end of February. So the other great thing about a tool like Asana is it will help organize you and you can break tasks down.

So we've talked before about sometimes having things on your Sunday sanity that might be too chunky. Well, the great thing about Asana is you can break every task down into smaller tasks and you can organize it by when you think you can get those little pieces of work done. And I find it really good for working out how things are going to work out during the week, during the month.

And that's what Asana is really good at. It forces you to think about when you need to do each part of that particular project that you've assigned yourself or particular task that you've assigned yourself and you can break it down. And this is a really good example of that.

I've got three people in my team. So I've got two at the minute. I'm going to hire one from April.

So this is me creating the personal development plans for all three people, the two that exist and the one that doesn't. And in here, I've been able to break down what the overall goal is for me, which is these things here. So create a personal development plan for a virtual assistant office coordinator, for a virtual assistant who's changing roles from an office coordinator to a social media specialist.

And then I've got a new role for a proxy manager. I'm finding someone to replace me because one of my objectives is hands-free HMOs. That's one of the goals for me for the year.

So that's in here. And then I've broken that down into sub-tasks that tell me what I've got to do between now and the end of February. And that's the beauty of something like Asana because it helps you break things down.

If you get it wrong or you need to evaluate it or change it, then you can just delete something and write something else in. And it can evolve with you. You don't have to get this right from the very start.

You can update this and change it as you go along. So that's the other beauty of it. You can delete them.

You can recreate tasks. You can add new things in. And I'm going to show you a couple of bits in the top tips when I get to them about how you do that.

So that's my Sunday sanity. So you can see that each task in here. So here I've got an example of one.

So I've got to create a logo on chat GPT. Yeah. So I link into it.

There's the task. It's got a date assigned to it. So you can see it's got my name.

So you put yourself in here or your team member. So you'll have all your team members on here as well if you've got them and you can add them in. Paul's in here as well.

He does occasionally go into a sauna with me and do bits and bobs that we're working on together. You can set a date for it, which is here. And then you can create sections in your task list, which I'm going to talk to you about in a minute.

And these are my sections. So I have got Sunday sanity as a section. Then I've got every day of the week.

You do not need to do it in this level of detail, by the way. You can do it however you want. Yeah.

You can keep it very simple. So the basic starter package, when you go on to a sauna, it will tell you that you can have it'll give you like four sections. One will be to do today, to do this week and to do next week.

It'll be and then recently assigned. So it'll give you very simple options or you can take them and delete them out and create your own sections for your my tasks. OK, so just to reiterate where we are, if anyone's getting lost, I've created sections in my my task folder.

If you can see where my cursor is jumping over my tasks, these are all the different sections that I've got. I'll walk you through them all in a minute so I can add in what for me personally, I find it really useful to create my Sunday sanity and then link each task to a day of the week that I'm going to do it on. Again, that helps me decide when I'm going to do each thing.

And I also relate this back once I've planned it in a sauna. I then go to my calendar and add it in to my calendar when I'm going to do these things because I've already decided in a sauna what day of the week it's going to happen. And then I relate that back to my calendar.

Now, you can get you can link your calendar to a sauna. There's some great integrations on this on this on this software. Now, it will depend on whether you get the paid for version or the free version.

Right. I've got the free version. You can do a huge amount with a sauna for free.

You don't need to pay the seat cost. It's quite expensive if there's more of you. Yeah, I think it's ten pounds per seat per month, something like that.

But if you need something more complex and you need more and more customized services, then have a look on a sauna and see the difference between the free version and the next level up. Yeah. Or the enterprise level.

Yeah. Just I'm not going to dwell on it too long on here. But I do a lot in the free version and I find it it's just good enough for me now with integrations.

I'll come on to them in more detail shortly. But you can integrate your you can you can integrate it with your calendar. I didn't like it when I integrated it because it makes sure it's not perfect integration.

So when you do try it, see what you think. It doesn't put things in in a time frame. So when you integrate it with your calendar, this is Microsoft, by the way, I don't do it by Google.

So you could try it with Google. It might be better. There are it is really easy to do.

I'll show you in a second. We'll come back to integrations, but it doesn't put it in in the time position that you want in your calendar. You have to go in and organize all of that.

So I've decided to leave it. Yeah. So I just choose choose when I'm doing things in Asana and then I go from Asana into my calendar and I add in to my calendar when I'm going to do my Sunday sanity tasks.

And I leave it at that. I find that easier. So you will find a preference.

Yeah. I'm just giving you an indication of what goes in where. So that's everything links back.

So you pick out the task. You put the date in when you want to do it and you can even put in a priority. So you can put in a priority here and then you can tick them off as they go.

So once you finish something, you just click complete. Yeah. And it will complete and it goes gray when you've completed it.

So by the end of the week, you'll have them all grayed out or you'll have 90 percent of it grayed out and you've got one left over that you can move on to the following week. And that's how you do your Sunday sanity when you create it as a project. Then it looks something like this.

So you create a project and you'll find you can make it a favorite. And then you can have all of your Sunday sanities stored in one place. And I find that really useful to for going back to review.

OK, so that's how I've set it up in here. I'll show you. We'll go on to specifics on how to set things up shortly.

But I just wanted you to see how I'm using it. I think that's where the value comes in. So I've got my Sunday sanity listed out here.

What's happened is I've chosen, I've created sections. So at the top of the task bar here, you can add sections. And these are the sections that I've added Monday, Tuesday, Wednesday, Thursday, Friday.

You can see here that because of the week that I'm in, I'm only working Wednesday and Friday. So my Sunday sanity work is in here, but also my everyday tasks are in here as well. So you can see here what I've got.

I've got physio this week for today. I've got viewings to do. And then I've got all of my Sunday sanity stuff in here as well.

So you can use Asana to plan your week. So you can have all your high value tasks in here. And also, you can add all of your day to day tasks in as well.

So that you've got a mixture. Yeah, because remember, Sunday sanity is all about your high value. And it shouldn't be about your everyday.

But if you need them in here as well to remind you, because I work on this every day, and I'm in it every day, completing the tasks as I go. Now you can complete these tasks as well. Once you've set everything up, I use the web version.

I've also got the desktop app version on my computer so that I can link into it really easily. So that's an option. You can either go onto the web-based version of it or get the app on your computer, the desktop version of it, and have it there.

You can also put it on your phone and you can tick things off as you go. It's particularly useful when you're on a walk and you just want to review everything you've done for the day. So say you go on a walk at the end of the day, you can go in and then complete all your tasks in a sign ratio on your wall.

Yeah, it's just something you don't have to do that, but it's something I do sometimes. And I like to have visualisation on where I'm up to when I'm having an off on a walk with the dog. So you can complete it in the desktop version.

You can complete it in the mobile version. It all interlinks. So you've got that opportunity there.

One-to-ones. So this is how my week looks this week. You can see that I'm not working Thursday.

What I've got going on Friday. I do also have a massive, mum's out there, I have a massive family task list as well. So these are all the tasks I've got for personal things that I need to do.

And I have that as a separate section. Yeah. And I just work through it as and when, when I've got to set up a parent's evening, where I've got to do something for, from like hospital appointments, doctor's appointments, when I know I've got all of that stuff going on.

I've actually got a separate section that I do it in. And I also pick up, have to make for weekend work because generally some of my high value tasks go into Saturday. So I've got another section there called weekend work.

And that's how I, and that's how I do it. I've got a section called Sunday sanity where the overall list sits. Then I feed everything into the different days of the week.

Like I say, you don't have to do it like this. You could literally just have a section called weekly tasks and you could keep it very simple. Yeah.

I like to do it this way because I've found this the most effective way to track my Sunday sanity, keep it in a project so that I can review past history and feed the Sunday sanity high value tasks into my daily activities. And that's how I do it. Okay.

That's Sunday sanity. Does anyone have got any questions on how I set up Sunday sanity in here before I move on to doing one-to-ones in here?

[Attendee 10] (24:24 - 24:32)

No, but were you meant to share your screen? Oh, can you not, can you not see the screen? No, we just see you and the others.

[Attendee 1] (24:32 - 24:34)

I think you've got to change your view, Christina.

[Attendee 5] (24:35 - 24:36)

Yeah, I can see everything.

[Rachael Davis] (24:37 - 24:40)

Yeah. Let's help Christina. How does she do that?

[Attendee 1] (24:41 - 24:52)

Goes over to the right-hand corner and presses on the view button and just change it to standard. You're on mute now, Christine. You're doing a great job here with technology.

[Rachael Davis] (24:53 - 24:57)

Well, this is the problem, isn't it? Getting everyone up to speed. Are you all right, Christine?

[Attendee 11] (24:57 - 25:03)

Can you see me? On the top right-hand corner, I have leave. I don't want to press that one.

[Rachael Davis] (25:05 - 25:35)

I'll tell you what, whoever's helping Christina out, could you send her a chat in the chat box and see if you can get her to see the screen that I'm sharing? That would really help me. I don't, I obviously, I just want to make sure, can, has anyone got any questions on Sunday sanity and the way that I've set it up in Asana?

Are we all good? Can everyone see Asana on my screen? Because if you can't see Asana, tell me now because we need you to be able to see it.

[Attendee 1] (25:38 - 25:40)

Clearly Christine can't see it.

[Rachael Davis] (25:40 - 25:43)

Yeah, if it's only Christine, we'll get someone in the chat box to help her out.

[Attendee 5] (25:43 - 25:48)

Don't worry. She's on her iPhone, so there's a different way to do it.

[Rachael Davis] (25:48 - 30:29)

You're right, Katie, it is different on your iPhone. It can, it can be a little bit harder when you're logging into Zoom, I think, on, on, on your mobile. But is everyone happy generally with how I've set up Sunday sanity?

Yeah? I'm going to take that silence to mean you're all okay with it. Now, I'm just going to move into some team member notes.

So I'll show you how I set up my one-to-one notes for team members. So this is my team member, Michelle. If anyone can't see Michelle's one-to-ones on the screen, then shout and tell me.

Yeah, so that I know if, if you can see it, I'll take the silence as a yeah. Now, now we're into my one-to-one notes, right? So this is my team member.

You can see here there's a history of everything from the beginning of January because it's set up as a project. So let me just show you a project. The difference between a task and a project is this, a project stores all the information you want on a particular project.

So if it's one-to-ones, it'll store all the one-to-ones over the previous history that you've been storing the information in there. If it's a process, then it'll store all the information about the process. And that's the beauty of a project.

When you're setting up projects, it's really easy to do. You can do it from the top screen, but in here, you can then set a color or an icon for your particular project. You can view the details, you can put links in the project, you can duplicate a project.

So if you've got more than one team member, you can create your template. Yeah, then you can save it as a template. Yeah, save as a template, and then you can set it up for somebody else.

Yeah, so that's another great thing. You can import things. So you can do projects in CSV, you can import them in a CSV file, and then you can download them.

Yeah, so someone else can share a project with you and download it to you, and then you can upload it into your Asana. So that's another thing that the tool can do. Yeah, and then you can import and export stuff out.

So that is something that you can do. And on the paid for version, I actually think the template and the add to portfolio are on the paid for version, which I don't have, but you could use these if you need them. Remember, it's worth doing some research as to whether you need the free version or the paid for version.

Yeah, because the paid for version offers you more customization, it offers you templates. There is a way to get around that, and I do it. I just set things up and then duplicate them.

That's another way to do it. You can create a template for something, a project process, and then just duplicate it and repeat and repeat and repeat. Yeah, but you can save them as customizable templates that you can use and send on to different team members if you wanted to.

Yeah, but duplicate works great in the free version. And when you're looking at projects, your project can be anything you want it to be. So this is a one-to-one, it can be a process.

So it could be an onboarding or offboarding process. It can be one-to-ones, it can be anything you want it to be. It can be a Sunday sanity project like I've just talked about.

Yeah, so that's how you set them up from the top screen. It just says there's a plus button and you can set up a project really easily. There's different templates.

You can customize your own or you can use one of Asana's templates. They're really easy to use. I use the organizational one all of the time.

There's a few different options. They're really, really easy. Yeah, they have the different formats at the top.

So can you see here at the top, you've got overview, list, board, timeline, calendar. If you click into all of these different options, it shows you a different way of seeing the project. Yeah, I'm going to go into them now because I don't want to go into too much detail, but that's something you can do.

In here, how I've set up my one-to-one notes are my team have a task list and it looks like this. So here's Michelle's notes for this week. Sometimes she's got more than 10.

It depends what we've got going on, but you can see here that she's doing check-ins for me. She's doing checkouts. She's changing contracts for me.

She's ordering supplies. She's doing rent rise updates for me, weekly social media posts and doing templates. These are all great jobs that virtual assistants can do.

And what she does is she ticks them off as she goes. So when she's finished, she'll click completed. Yeah.

So it doesn't look like she's completed much this week yet, but a lot of this will be in progress. And by Friday, she'd have ticked an awful lot of this off her list. Yeah.

Say that again?

[Attendee 4] (30:30 - 30:34)

Could I just ask a very quick question? Yeah. As a virtual assistant, how does she do check-ins?

[Rachael Davis] (30:35 - 30:38)

I'm going to come on to that in a second. Can I show you the process in a minute?

[Attendee 4] (30:38 - 30:38)

Yeah, yeah. Sorry. Yeah.

[Rachael Davis] (30:38 - 44:02)

No problem at all. We're going to get on to that. So there you can see everything that she's doing for me.

And my other assistant has got a project in her name, which is Leah's one-to-ones. Yeah. And everything gets tracked every week.

I can go back. The beauty of this is that every week I can look back and see how she's progressed. So when I get to do their quarterly reviews, which are on here as well, I can review the history of her progress.

It's all listed in here. Yeah. I am looking at improving this further during the winter hit list because there is more that I can do to tweak this and make it better.

But just show you where it's up to now. So that's how I use it. And then what you can see here is below, sometimes virtual assistants need your approval.

So we talk about, Adam's talked about, there's the different levels of empowerment. So let me just relate this back to how it works for me and Asana in day-to-day progress, is I have a waiting on approval. So I've got different sections in here.

So all I've done is created a section. One's called top priorities, which is the 10 that they do for me a week. And then down here is waiting on approval.

So what do I need to check? Because quite a few things I'll say to them, I want you to do it, but I want to check the final version and sign it off. Yeah.

And these are the things I've got in here that I'm waiting, she's waiting for me to come back to her on for waiting on approval. And if I'm busy, it's good for me to just be able to put it into a folder or a section on Asana. And I know how many things I've got to do for Michelle.

I've been on holiday, so I'm really behind. And you can see here, I've got several things that she's waiting for me to approve, but she's done the work and she just needs me to sign it off. Yeah.

And maybe when I sign it off, I'll say that's not good enough. I need you to do X, Y, Z, and I'll give it back to her. And a little tip, you can move tasks around.

Sorry, that's my dog. I knew that was going to happen. You can move things around.

So once I've approved something, I'll just pop it back in her list and I'll put it back there. You can pick things up in Asana and move them around and I'll pop it just back here so she can see that I've approved it. And there may be some extra work for her to do.

If it's just been completed and it's done and dusted, I'll just tick complete. So when you go into these, just the basics here, you can click complete at the top of the screen and the task is completed. Yeah.

And it greys it out. If it's part of a project, it'll stay in the project so that you can see what's been completed and what hasn't. But I'll move this around.

So I found that really useful when working with virtual assistants because I haven't got them fully empowered. They're not making decisions without me. Some things they are and some things they aren't.

It just depends what it is. And I found this working on approval section really, really useful. Yeah.

And then the work gets moved out of there, back into her one-to-one notes or completed and she puts it. If I complete it, she just files it back in the one-to-one notes that it belonged in. And that's how I do my one-to-one notes.

If there's anything ongoing, it goes in here, but we tend not to do longer ongoing projects. They tend to be doing specific things each week, week in, week out. But you could have an ongoing project section as well if you wanted to, to keep abreast of what's happening with an ongoing project.

So that's how I do it. And that's how I do one-to-ones. The next thing I want to show you is my quarterly plans.

So game changes. I'm just going to briefly talk about this and then I'll move on to a process. So my game changes are a project.

Again, it's just a straightforward project that I've set up. And in here, I've got my winter game changes. So everything that I want to do for January to the end of March is in here.

Yeah. Things for me, things for Paul. This is, I've set this up privately.

So what you can see here, let me just point out something here. You can see here that you can only see me. That's an image of me.

There's no one else in here. I actually should have Paul really. That's something I need to do.

Put Paul in there so he can see it. So this shows you who can see this project. You can either set them up as private or you can set them up as public so that everyone in the team can see them.

So you need to decide some projects private or between you and one person and some projects you want the whole team to be able to see. Yeah. So for example, one-to-ones, I'll just make sure that they're just between you and the person.

Yeah. Don't make it public because there might be some performance management stuff in there that you might have to deal with and write up notes on if they haven't had a particularly good week. Yeah.

The feedback from your meetings can go into there as well. Remember, Asana is just the administration that goes along with your setup and your checking and your sign-off. So if you've got video calls, you might want to write notes in the one-to-one notes or get them to write notes for you after you've had a video call together.

So that's, this just records everything that you're doing with your team. But this one is between me and Paul when I add him in. And then January just shows you what I did for January for game changes, what I've got for my February game changes and what I've got for my March game changes.

And for those on the program, what I mean by a game changer is the big things that I'm tackling for the month. Yeah. What am I breaking the quarter down with and what am I doing in the month?

Yeah. Now, if you don't know much about that, you can ask me a question on game changes shortly. It is something that the advanced team do.

Yeah. So where we work, we work by the quarter and that's how I've organized it in here. Now, the other thing you can do is relate a lot of this back to your Sunday sanity.

So a lot of this information on what I'm doing for the month, for the quarter goes into my Sunday sanity. Yeah. Every week.

So it gets, and sometimes I put links so you can go into a task and you can link it. So let me give you an example of a link. If I go here, I could link this Sunday sanity task.

Yeah. So say in here, I've got some, see at the top here, you can get, you can take that copy there and link the task to another pattern to somewhere else in your project. So if there's a link between one project and another, you can link them together by putting the link by take that there and go into game changes and you can link it into any of these.

So I'm in February at the minute. So say I wanted to link it into something I'm doing in February there. Oh look, I've done it already.

It's there. So if you click on that link, it'll take you straight through to my Sunday sanity because this is part of my right now, this week, this is what I'm doing, but this is linked to my monthly and my quarterly plans. Yeah.

So everything's linked into each other. So I know where I am with everything. Yeah.

So that's how I do my quarterly planning and it's in a project. I've got January, February, March set up at the minute. I haven't done anything further, but that planning will start in March.

Right. I'm going to show you now before I open to questions, how you do processes in Asana. So I, one of the things I do the most of is the repeatable things in my business.

One of the most repeatable things is my check-in process and my checkout process. Now I'm just going to dig out my check-in process. I'm going to give you a live one.

I've got a template. So I have templates that are, so how to set up a process in Asana. You take, you create a template.

Now for this, you just create a process. And what I tend to do is I don't give it a name, but I put in the section at the top, a space for a name and a space for a house number. And then I create the process.

So I started off with checklists. So this is the checkout process and I split it into key sections. Yeah.

So a tenant gives notice, then they check out, then we end the tenancy and then we return the deposit. Yeah. They're the big chunks of the project.

And then each part breaks down into something else. Okay. So here in tenant notice, there are several tasks that go underneath this section.

Yeah. And some of them have subtasks of their own and it's the same for checkout. So every step underneath that goes into Asana.

Every step underneath that main section, main header goes into, into the process. So you start off with a big header. This is the main, you know, the six steps to this, you know, there's a, people give their notice, then they check out, then they end the tenancy and then we return the deposit.

Yeah. They're the big, big chunks. And then we do the detail in between.

And the other thing that I do in here is I also include, and let me flick to a check-in, which is very similar. With the check-in, we go through these big steps, holding deposit, application form, checking their financial affordability, the contracts and the tenancy, then the check-in itself, then the completion of the tenancy. Yeah.

So this one is a check-in. It's got several big steps in it. And alongside that, it's got some, lots of detail that goes with it.

And it's worth me mentioning here that what you can do in Asana and any step of the process is you can instruct people. So I instruct the virtual assistants on what to do in here. So tells them to send a holding deposit and there's a document that goes with it.

That's the template that I've created. So in each of these tasks, there is an instruction on how to do it. And then there is a template that I've created that the virtual assistant then uses.

So it's in my English, in UK English, the way I want it to be termed, in the friendly tone of my business. Yeah. And they just take that template and use it.

And at each of these steps, some of them have templates, some of them don't. Yeah. It depends on some of them set up an email contact card and it gives them the instruction on what to do.

It even tells them to set up an Asana process for that particular tenant. Yeah. So each time I have a process for a repeatable thing in my business, the virtual assistants follow this process.

So this is a real one. So this is someone I'm checking in right now. So the assistants created the process and you can tell instantly where she's up to.

So if you look at this, you can see she's done the holding deposit. She sent out the application form and she's done the financial affordability. Yeah.

So she's done some of this and not all of it. We are actually what she's waiting on me for the guarantor. You can see the steps that I do and then the rest of the steps that the assistants do.

It's very clear who does each task. Yeah. So there's no ambiguity on who should be doing it.

Yeah. There's a few tasks for me in here because around financial approval, I'm still doing that. My property manager will do it instead of me soon.

Yeah. And then here you can see it's all the assistants doing the work on contracts and tenancy on the check in the majority of it. There's me.

Obviously, I have to go in person and do the first bit. Then the assistants do the rest of it. Yeah.

So the checking bit here, that's me doing the checking process. And then everything that's to do with compliance is built into this. So what I've done here is this is something that I use from the NRLA and it's got all of the compliance to check.

This is like a checklist that we tick off that everything on here has been done because this makes sure that the house is compliant. Yeah. To the standards that a landlord needs to run it to.

Yeah. Every single time. Lots of you can see, I know there's lots of detail in here and it can be a bit overwhelming, but I've built this up over time.

So I started with a checklist. It wasn't probably this compliant to begin with. And I just built the main sections of each of the project.

And then I built in the main tasks and then I added into it as I went along. And the virtual assistants built this for me as I wrote it in a document first. And then the virtual assistants built it in Asana for me.

Yeah. So you don't have to do this yourself. You can get someone to do it for you.

But the beauty of having a project like this with Asana works really, really well with a start and end project. Yeah. So if it's got a clear beginning and a clear end, it's fantastic.

Ongoing is a little bit harder because it's much easier to establish a start and an end because I can clearly see here this woman who were checking in. I can see how far she is. I can see what we've got left to do.

We're only less than a quarter of the way through this one. And I can always check in and have a look at how this progress is going because I can see by the number of tasks completed, how far we are through the process. It's really, really easy to see it visually.

You can add tags in, due dates for everything, priority. These are options you can add in and all of this is available on the free version. So that's how you do a process in Asana.

Now I'm going to open up to the floor now. So please hit me with questions because I'm sure I've created a few. If you've got anything, please ask me.

[Attendee 9] (44:06 - 44:07)

Hi Rachel.

[Rachael Davis] (44:07 - 44:08)

Hiya.

[Attendee 9] (44:09 - 44:20)

Just regarding this by the holding and ticking everything off. So when you have a new tenant come on, et cetera, or you're looking for a new tenant, do you have to untick it or do you create a new one every time?

[Rachael Davis] (44:20 - 45:17)

I create a new one every time. You want to keep this because it stores everything about that particular tenant. Yeah.

And that particular process that you went through and all the compliance that was done to make sure that everything's fully compliant for that tenant. If you had a query, someone raised a complaint from the property redress scheme, you'd use this as evidence that you did everything correctly. Yeah.

You must do it for each separate one and then it gets stored. Yeah. You can, everything in Asana is stored.

You can bring it back up. I can look up a check-in for Moamba in the future and I'll find it in here. Yeah.

You can archive stuff as well. You don't want it all on your, on the left-hand side of your screen. But yeah, absolutely.

It's a record of your, of compliance as much as anything else. No worries. Anyone else?

Yeah. Just unmute yourself and ask me. Hi Rachel.

It's Claire. Hi Claire. Is you and Ravi together?

Yeah. We're having a great time.

[Attendee 8] (45:18 - 45:18)

Brilliant.

[Attendee 4] (45:19 - 45:21)

We had a meeting about property in the Midlands.

[Attendee 8] (45:22 - 45:38)

Ah, lovely. Yeah. Good.

My question is, so Michelle and Leah, have they, are their Asanas separately set up with their own separate accounts and they link to you or have you made, or is that like a team structure? How does that work?

[Rachael Davis] (45:39 - 47:25)

Team structure is, I think, down here. So can you see here, I've got Live Collective. Yes.

And all the teammates I've got in here are me, Paul, Michelle, and Leah. Yeah. And you create, so what I would suggest getting started, it's too short a time period for me to go through the absolute ins and outs of how to set this up.

But what you need to do is go into the Asana help sections on, or Google it, and you'll get all of the information in Asana. So down here, when you, once you set yourself up, then you can create a workspace or a team space, and then you can add people into that team space. And what Michelle sees, she sees a lot of the stuff that I see because I've shared stuff with her.

So whatever I've shared with her, she can see. Yeah. So if it's public, she can see it.

If it's private to me and her, she can see it. And that's in her team space here. Yeah.

So that's how we set up. We'll go into the help in Asana and just read through some of the guides. Once you're in and set up for yourself, you can go into the help system here and look, look up the, go into the help center, look up how to get started on Asana, how to create a team space, all of that.

It's all in here. You can look at the app integrations, how to connect it to Slack, Google, Outlook. It's all in there.

There's as much as you want to do with it. You can do, but again, don't be overwhelmed. Just think, what do I need to begin with is you need to set yourself up, start using it for Sunday sanity, get confident with that.

Cause you obviously you need to be confident with it before you give it to your teams, set up your, you know, set them up in your workspace and then invite your teams to it and set them up on their one-to-ones and start them with that. So do it bite size. So it doesn't feel like a, Whoa, there's so much in here.

I don't know where to start. Just get yourself settled first, but you're absolutely right. There is a structure.

Does that answer your question, Claire? Yes.

[Attendee 8] (47:25 - 47:25)

Yeah.

[Attendee 4] (47:26 - 47:41)

I have a follow on from it, which on the free version, I would have thought that the thing they might limit is the number of team members and stuff. I know they have their own separate accounts and then you link them together or are they under your account?

[Rachael Davis] (47:41 - 48:50)

You set them up under your account. So you'll set up a team space for you and whoever else you want to invite, you invite them. They get sent a link and they get invited to your sauna and then they go from there and they, they, they build up their own, but there will be, there are limits with the free version.

So with the free version where you've got people in who've got their own tasks, I can't see their tasks. Yeah. I can't, I can't go into their, my tasks here and see them yet.

They have to be responsible for setting that up themselves. I can, however, see everything in their one-to-one process because I set that up as a project. Yeah.

Again, it will depend on the complexity of your business and how much you need, but I would definitely look at evaluating. Like your first step is to say, do I need the free version or do I need a paid version? Yeah.

I run me and two virtual assistants of the free version excellently well. There are some things I can't do in the free version, but I don't, I'm all right with that. Quite a lot of people run off the free version, the paid for version with extra team members can get quite expensive.

So just worth you knowing that. Yeah.

[Attendee 4] (48:50 - 48:59)

Thank you. So just on my earlier question, just very briefly, check-ins, does nobody have to meet them in person?

[Rachael Davis] (48:59 - 49:00)

Yeah, I do.

[Attendee 4] (49:00 - 49:01)

Yeah, absolutely.

[Rachael Davis] (49:01 - 49:59)

So what you'll find is in here, this is Asana, this is your record of it. And every task has got an owner, assignee. So some of them are me, as you can see here.

Yeah. Sometimes it's me that does it. Sometimes it's the assistant.

Yeah. And the reason I've got two assistants doing the same thing here is I'm handing over. Yeah.

So generally you'd have the same person doing this particular project and the bits that I need to do are in here. Yeah. So it's very clear delineation between what I do and what the virtual assistant does.

So there's no, the one is the biggest challenges to being effective in the workplace. And I'm sure you'll agree is that some people don't know what they're supposed to be doing and what you're supposed to be doing. Whereas Asana can eliminate that.

It's very clear who's doing what. Yeah. So where the checkout is.

So let me just show you, see that checkout there, carry out the check. And it's got five tasks that go with it. That's me.

It's quite clearly me. Yeah. It'll be the project manager in the future, but it's me at the minute.

Yeah. So answer the question, Rav.

[Attendee 4] (50:00 - 50:01)

Brilliant. Yeah. Thank you.

[Attendee 3] (50:01 - 50:12)

Smitha, did you want to? Yeah, I just wanted to double check. So this is obviously a process that you've got up on the screen.

Is there a way to just copy that for each tenant then? So you're not typing out each.

[Rachael Davis] (50:12 - 50:13)

Yeah, yeah, absolutely.

[Attendee 3] (50:13 - 50:13)

Yeah.

[Rachael Davis] (50:14 - 50:43)

Duplicate it, just duplicate it. So in the paid version, you can have fancy templates that the template is, you create a template and then you can give that to other people to use. Or in the free version, you create a process.

Yeah. Like I have here, which is check in, don't fill the name in, make sure it's not got anybody's name in and then just duplicate it. Yeah.

Each single tenant that you want to duplicate it for. But I don't do that. The virtual assistant does.

Yeah. They duplicate the process each time.

[Attendee 3] (50:43 - 50:48)

But to have it set up as a process that's stored and you can duplicate, you've got to set it.

[Rachael Davis] (50:48 - 51:38)

You've got to set up a template. I call it a template in the free version. It's just a process.

But then each time it lives in here. Yeah. And it's so it's so fundamental to my business that I've also got it on one drive saved exactly as it is in here.

If I lost Asana tomorrow, I've got it in an export as well. So I've got backup because I have actually lost Asana before. Asana in all their wisdom switched me off one day and I had absolutely nothing.

And ever since then, I've had a backup. Yeah. So just it is worth having backups.

Yeah. If I've got time, I'll show you or I'll send you. Well, I'll show you if I get time, how you just just replicate each of these steps in a Word document.

That's it. And you've got it as a backup. Yeah.

Thanks, Rachel. That's all right. Casey, do you want to ask a question?

[Attendee 5] (51:41 - 52:21)

Actually, I kind of want to tell myself a little bit and then maybe my foolishness will help somebody else. You've been talking about this free version, free version. And I was like, I deleted this because it was a paid version.

I couldn't see any free version. And so while we've been sitting here talking, I downloaded it again. I opened it up on my screen and I'm like, it says nine something it says.

And then in the tiny little writing, it says, do you want to keep the basic free plan? And I was like, yep, that one. So sorry that I had some foolishness there.

I'm back on it. But I figured it might help somebody else. So if you go through their trial.

Yeah, there is something after.

[Rachael Davis] (52:22 - 52:50)

Actually, I don't think you have to do a trial either. I always think with these things, because only on PE, we do introduce you to loads of different things. But if you were to take on everything, Loom, Asana and pay for it all, you'd be bankrupt, right?

Because it's all really expensive as it accumulates. So what I'm trying to do here is with some systems, you don't need to have the fancy paid for version. You can get around things and use it really, really well.

Look how complicated, look at all the stuff I've got in mind.

[Attendee 5] (52:51 - 52:53)

Which is why I was like, oh, I must have been missing something.

[Rachael Davis] (52:54 - 53:10)

I don't pay for it. There's a few things that I do without. And that's fine, because I've assessed whether I need them or not.

And I thought, you know what, I don't need those. So just be clear on what's free and what's paid. And you can find that out.

You've got to dig around for it. But I would start off with free and just see how far you go. Yeah.

[Attendee 5] (53:10 - 53:12)

Yeah, I think it'll be fine for me. Thank you.

[Rachael Davis] (53:13 - 53:28)

And Pat, do you want to tell me what you've got a question? Pat, you need to take your mute. Pat, do you want to just take off your mute?

Or shall I go to Gabby?

[Attendee 7] (53:29 - 53:37)

Yeah, I've got it. Can you hear me now? Yeah.

Sorry, I couldn't find it. So process, that process looks great on Asana.

[Attendee 12] (53:37 - 53:37)

Yeah.

[Attendee 7] (53:38 - 53:43)

So do you use this instead of having a process doc, like process documents?

[Rachael Davis] (53:44 - 54:05)

Give me a second. I'm just going to show you the intimate workings of my processes. So check-in, check-in process.

Here we go. There it is. All right.

Tell me if you can see my screen. Can you see a Word document on the screen?

[Attendee 7] (54:05 - 54:06)

No.

[Rachael Davis] (54:06 - 54:10)

Right. Let me bear with me a second. Let me see if I might have to stop the share and start again.

[Attendee 7] (54:10 - 54:11)

I can see Asana.

[Rachael Davis] (54:11 - 54:25)

Just see Asana. Bear with me a second. I'm going to show you my Word document.

Where's it gone? There we go. Right.

Can everyone see a document on the screen?

[Attendee 12] (54:26 - 54:26)

Yeah.

[Rachael Davis] (54:27 - 54:49)

Yeah, there it is. But literally, the whole thing written out, saying who does it, holding deposit, and then whose role it is. Yeah?

Everything. All replicated. It's all replicated and rebuilt in Asana.

So if I lose Asana tomorrow, I could get a virtual assistant to build this.

[Attendee 7] (54:49 - 54:56)

I've got you. So you create this process doc first and then get the assistant to put it onto Asana.

[Rachael Davis] (54:56 - 56:25)

When I first started, my checklist was a lot simpler than this. We didn't have main sections, but it's good for you to think in main sections. What are the six big steps that need to be done?

We talk about keeping it simple. Think about the six big steps. But with anything like a process like a check-in, there's got to be compliance behind it, and it's got to be detailed.

Because if it isn't, then your team could be missing major steps in the process which make your business compliant, because there's lots of regulation in property. So then you build... Sorry.

Then you're building the detail. My dog barks at absolutely everything. I'm so sorry if you can hear that noise.

So you're building the detail afterwards. But yeah, you have a document first, and then that gets built out into Asana. So I'm just going to...

My first checklist was much simpler than this. This is kind of how I've done it. I'm just going to stop the share and go back into Asana.

Bear with me a second. So that's how the Word doc turned into this on the screen. And that's how I did.

And I would suggest that you definitely have backup everywhere. But start with... Start with like when you're doing...

The way I started this was I started writing the process down as I did it, and then that turned into a checklist, and then that checklist evolved into a more detailed document. And then that more detailed document was built in Asana by my virtual assistants. Does that help?

[Attendee 7] (56:26 - 56:31)

Yes. So yes, you don't really... The process probably never really gets used anymore, but it's there as a backup.

[Rachael Davis] (56:32 - 56:45)

Yeah. Yeah, absolutely. Because honestly, I have been switched off from Asana before.

I nearly had a nervous breakdown. It was horrendous. Because my whole business is built in Asana.

Everything. Right. So who else has got a question?

Gabby, did you have a question?

[Attendee 6] (56:46 - 56:51)

Yeah, a few small ones, hopefully. I joined a bit late, so if you...

[Rachael Davis] (56:51 - 56:51)

All right.

[Attendee 6] (56:51 - 57:03)

My apologies. If you had 100 tenants, Rachel, or 100 properties, because I can see two on the left, how would they... Would there be a folder where you can put those check-ins into?

[Rachael Davis] (57:05 - 57:56)

I don't think you need to worry about that. I think you can get an assistant to archive them. I think that's where mine go.

They go into an archive box. I can't remember how you get to archive box, but my assistants will know. Yeah.

So what they do is once they're finished with the project and it's done and dusted, they archive it. So it's still there, but if you needed it, you could go back into it. Yeah.

That's how it gets. That's why there's not hundreds of them on the screen. Yeah.

On my left-hand side. Yeah. So with a lot of these, when you're in the project, you can just click this star and it keeps it in your sidebar, but you can actually take it out of your sidebar so you don't see it all the time.

Okay. But obviously the checkout is quite a common one. So I like it to be front and central, but yeah, you just archive them, but you get your assistants to do that.

[Attendee 6] (57:58 - 58:10)

Let's say maintenance issues that might need troubleshooting. Can it have some kind of workflow where you click a box and then it's yes or no, and then it takes you to another direction? No.

[Rachael Davis] (58:10 - 59:22)

Right. So the one thing that this is not capable of doing in the free version is doing one task is, it only gets completed if you've done a certain task. There's no workflow like that.

There's just tasks and subtasks that you complete as you go along. Yes. It's like a checklist, tick list.

It's not one, you can't make it, you can't take this unless you do this particular task. But in the paid for version, you do get more of a workflow. I found that I've not really needed it because everyone's got their assigned roles and their assigned tasks.

So everybody just, and everything's done in order of importance anyway. So with a project with a start and an end, it starts at the beginning and it finishes at the end, right? So you could just go through the tick list, but if you have a more complex work system, then you might need to consider the paid for version because there are ways to make approvals.

You can't do an approval until you've got certain tasks completed. It has much more of a more complex workflow in the paid for version. But again, like I say, it depends how much you want to pay for it.

But yeah, that's just worth noting.

[Attendee 6] (59:24 - 59:31)

Recently, I switched to, I was using Microsoft to do, but this looks much more sophisticated. Have you ever had any experience with to-do?

[Rachael Davis] (59:31 - 59:55)

Yeah, it's really basic. I would say all days use Asana or Trello. Now I imagine Trello's quite similar.

So for those of you who have started on Trello, then that's absolutely fine. That will work for you because they're very similar. But I just started with one and kept using it and I've built it, over the years and years, I've just built it.

But yeah, definitely. Is that everything, Gabby?

[Attendee 6] (59:55 - 59:56)

Yeah, thanks very much, Rachel.

[Rachael Davis] (59:57 - 1:00:09)

Smitha, you got another question? Okay, I hear you. Smitha, you need to put your, you're on mute.

Sorry.

[Attendee 3] (1:00:10 - 1:00:50)

It's alright, go on, hit me. Right, so I downloaded Asana after the last workshop and just started. So I basically put most of my winter hit list into it and started allocating to my VA.

But under projects, I've literally just put the company name. So basically, each project, the way you've done it, each project is actually a task. Do I?

Each project isn't a task. Each project, like, well, each project is a type of... Hard ones and colours on the list.

Yeah, yeah, yeah. I've got one company and then I've put all the projects in the process documents. So do I, is this now, should I just start again?

[Rachael Davis] (1:00:51 - 1:01:05)

No, it's up to you. Do you know what? You can run Asana however you want to.

How I've done projects is if I want to keep the data. So if you've just got a standard task and you complete it, it will disappear off the screen and you probably won't be able to find it again easily.

[Attendee 3] (1:01:06 - 1:01:27)

When you do a project... No, I don't want to have the same task at different times come up again. So I want to, I don't, I've just typed out exactly what you do in each thing, but I don't have to type it out every time.

No, no. When you're doing remote viewing, there's like a task, there's a checklist for how to do that or, and I don't want to put the instructions in again and again and again, I guess.

[Rachael Davis] (1:01:27 - 1:01:48)

No, you duplicate it. So create one and then duplicate it. Yeah.

So that you don't have to do it again and again and again. So what I do with mine is that, like, for example, the checking process, it's just duplicated each time we've got a new tenant. So the whole thing's there, all the templates are in it and they, and they just roll with that process each time, but they do duplicate it.

Yeah. And then it's, it's not, you don't have to...

[Attendee 3] (1:01:48 - 1:01:56)

Even if I've not set it up your way, because I've literally just got the, I've got each task as a process or a check, one checklist item, I think.

[Rachael Davis] (1:01:56 - 1:02:36)

Yeah. Then I would, then I would create, if it's all connected to the same thing, create one project for the same thing. Yeah.

So for example, if you go back into my Sunday sanity, like here, this is all of my Sunday sanity since I started doing it. I don't know why, I think it's probably because I started with PE in October, but then you've got, I've got like a history of all my Sunday sanity. So I could go back to them and have a look, but then in my task list, like for this week, because it's my tasks is your week, your week's worth of work this week.

I've got this one in here, but that links into my project. Can you see that, that, that you can link any task to a project.

[Attendee 12] (1:02:37 - 1:02:37)

Yeah.

[Rachael Davis] (1:02:38 - 1:03:18)

Okay. Fine. Yeah.

So, and then it appears in the project. Yeah. So you don't have to re duplicate it time and time again.

You just stick it in the project. It sits there, it lives there and you've got reference to it. So it's important if you want to have references to things and you will make some tasks, like, let me give you an example.

So in here, I've got swimming right in here. When, when am I going swimming on, on, I'm catching up on like, you know, I'm doing swimming. So I'm doing swimming on Friday.

That is just a task. Once it's completed, it'll just disappear into the ether of completed tasks because I'm on the free version. I can't see a history of my completed tasks unless they're in a project.

That's what I was asking.

[Attendee 12] (1:03:19 - 1:03:19)

Yeah. Okay.

[Rachael Davis] (1:03:20 - 1:04:16)

And I don't mind that because it's not, I do it every week. I don't mind writing that in every week. It's not a problem.

I can live with it. You know, if I really didn't want to, I could create a sudden, I could create a project for my objective, which is swimming, but I'm already tracking it in a scorecard. So I'm, I don't need to over-track it.

I just stick it in and each week I just tick it off when it's done. Yeah. So some things are all right to have in it and then they, they, you take them and they're gone.

But then some things you want to keep, right? Because you want to look back on your Sunday sanity so you can evaluate your progress and make sense of it. Yeah.

And some things you don't mind that they're not, that you're not keeping them. Yeah. And then they can just disappear.

Like my viewings just stick that, it goes off into the ether. I'm not bothered. Yeah.

It's not a focus for me. My high value tasks are my Sunday sanity is, you know, all of that stuff. You know, I'm tracking the things that are important to me and not the stuff that isn't.

Does that make sense? Brilliant. Thank you so much.

And Brendan. So my lovely, what do you want to ask me?

[Attendee 1] (1:04:17 - 1:04:25)

Oh yeah. I've got to take a little step backwards because I posted it on the Facebook group. I've just got really muddled over different things.

[Rachael Davis] (1:04:25 - 1:04:25)

Yeah.

[Attendee 1] (1:04:27 - 1:04:27)

What's that?

[Rachael Davis] (1:04:28 - 1:04:30)

It's easy to get muddled. I get muddled all the time.

[Attendee 1] (1:04:31 - 1:04:45)

Oh yeah. It happens. Um, it's just the, my house.

I'm taking a step back from Asana. Yeah. Have you got an example of a, my house or a scorecard before you placed it into Asana?

[Rachael Davis] (1:04:45 - 1:06:19)

Right. Okay. Well my advice on that is you don't choose what you track in Asana and don't track everything.

Right. Because I have scorecards. I don't track the scorecards in Asana because I've got something else.

You can link things into stuff if you want to. But for example, Brendan, just on the, my house one, my, my house spreadsheet, um, is separate to Asana and it's not logged in Asana. Now, Josh, for example, does put his, my house in Asana, but I'm not, I'm just going to put it on the spreadsheet because I feel like I've got it.

As long as I've got one version that's being used weekly, it will be in my agenda. So where it will go is in my one notes agenda. So I'll probably link it in.

So when I'm in Michelle's one-to-ones in her notes in Asana, I might add in the description here, please go into my house spreadsheet and I'll put a link there to where it is in my OneDrive or a shortcut link here so that we can go into it during the one-to-one meeting that we're having. Cause when we're talking about what's, what, what responsibilities are due this week, we'll look at it there and then. So it'll be in Asana, I'll link to it, but I'll just have a link to the, my house spreadsheet.

I won't necessarily add all of the tasks in the, my house spreadsheet into Asana. Cause I, for me, that doesn't work well for me. I want to be able to see it.

I want to be able to see the months in total on a screen and know how, how many different tasks have got to be done this month. I don't put it in Asana, but I'll link it into the one-to-ones.

[Attendee 1] (1:06:20 - 1:06:39)

Does that make sense? This bit makes sense. I don't understand the difference between my house and a scorecard.

My house seems to describe the processes that need doing and the scorecard pretty much does exactly the same and has a load of tick boxes to the side of it. Is that the difference between the two?

[Rachael Davis] (1:06:39 - 1:07:29)

Yeah. All right. It's a good question.

I think that the, for me, the, my house spreadsheet should have all the tasks like in bullet point form for what needs to be doing for what needs to be done that week, that month. Yeah. So the month of, say the month of February, what are the tasks across the business that need to be completed in bullet point form?

Then those bullet points that you've got in the rows, they need to then link through, there should be a hyperlink to the process that they need to follow to do that job. Yeah. Do that task.

That's what I think my house does. The scorecard is different. The scorecard should be a number that are two up to three numbers, ideally one that you're tracking for your team member.

Yeah. On performance. So what are your performance key numbers that you're tracking in?

[Attendee 1] (1:07:29 - 1:08:02)

You're talking about key performance indicators now, because I know on Chris's video that I've referenced in Facebook, he had a, he had a document called scorecard, but then the first page in that first sheet in that document said my house, and it was pretty much a description of the scorecard. Then the next one, the scorecard, he actually had the check boxes going along in the scorecard there. He didn't show any key performance indicators.

This is why I've got completely confused about it.

[Rachael Davis] (1:08:02 - 1:08:17)

I'll tell you what we'll do. Brendan, let me help you outside of this call, because it sounds like it's going to take too long. And of course this is for everyone.

So let's, let me come back to you on that and we'll help you get the clarity that you need. Yeah. So bear with me.

[Attendee 12] (1:08:17 - 1:08:18)

I'll come back to you.

[Rachael Davis] (1:08:19 - 1:08:24)

Yeah. Yeah. We'll help you with that.

Yeah, definitely. Does anyone else have any questions about Asana before we finish up?

[Attendee 2] (1:08:28 - 1:08:36)

Just to say, yeah, Rachel, I'm having similar difficulties with Brendan. Can I join in on that please? Because I'm going through the same thing.

[Rachael Davis] (1:08:36 - 1:09:01)

Yeah, that's fine. I think they're all different things and you, you, you need to decide what works best for you, but I'm happy to do something else on how you, maybe, you know, how we do each one. Well, I'll sort something out and I'll have to come back to you.

So that's, does anyone else want to, any help with this using my house, using scorecards, using Asana thing? Anyone else?

[Attendee 7] (1:09:01 - 1:09:07)

Yeah. It'd be good to get your take on it, Rachel. Yeah.

Cause obviously there's a few different ways of doing it, isn't there?

[Rachael Davis] (1:09:07 - 1:11:07)

Yeah, there is. And actually, can I just tell you, there is no wrong way. So whatever way you want to do it is the way that you want to do it.

I'll, I'll, if everyone doesn't mind, I'll finish on how I, how I would do it. So my house spreadsheet for me is a list of, it's a, it's a, it's a monthly overview. So you could do it every, every month of the year of what tasks need doing, what repeatable tasks need doing in the month of January, in the month of Feb, in the month of March, et cetera.

And I'd like it on a spreadsheet where I can see all the tasks in one place for every single member of the team, me included. Yeah. All on a spreadsheet.

That's, and that, and then that, then that links to the processes that you've got in your OneDrive. Yeah. As in the document and the video, you know, everything, you know, to teach them how to do it.

And that's what I would say my house is for. I don't put it in Asana, but you absolutely can. If you want it, you could just build it in Asana.

Your, my house spreadsheet could just be in Asana on its own and your repository of documents for all of your processes could be in Asana, but mine are in my OneDrive. Yeah. That's my choice.

I've not done that because that's the best way. It's just my choice. So that's what my house is to me.

It's not a KPI and it's not a scorecard. A scorecard is a tracking key performance indicators. So for my virtual assistants, their scorecard, and I'm actually looking at the minute is hours logged.

Yeah. I was logged on time doctor. I was logged on toggle.

So there's the two ones for me because I need them to align at the minute. I'm trialing the two together. I'm trying to decide whether I can get rid of one and keep the other.

I'm not sure yet. So those are hours logged. And then it might be the number of tasks they've completed on a weekly basis.

So are they doing, if I'm setting them 40 tasks a month, how many out of the 40 are they completing in a month? Yeah. So I might just have those two things.

They're only virtual assistants. I don't have to go mad on tracking stuff with them, but it could be hours logged and tasks completed. Yeah.

Because task efficiency is a thing with virtual assistants. Are they doing enough tasks for the hours that you're giving them? Do you feel like they're going at the speed that they should be?

[Attendee 1] (1:11:08 - 1:11:19)

So that's your scorecard that's got the KPIs in it. Tell Chris, he's got a different routine. This is why I got so confused about it.

Everyone has the same idea of these things.

[Rachael Davis] (1:11:20 - 1:11:25)

Yeah. I would say he just, everyone does it differently. So you choose, you might want to do it.

[Attendee 1] (1:11:25 - 1:11:49)

Have a look at his video and he's taken the principles completely differently. So that's an interesting thing. What would have been nice through the program?

And as I said, it might just be me and Gareth, but if we'd have seen an example of the MyHouse that related to the scorecard and the KPIs, just bang, bang, bang, we'd have gone.

[Attendee 12] (1:11:49 - 1:11:50)

We'll give you an example.

[Attendee 1] (1:11:50 - 1:12:04)

Yeah. All right. The MyHouse, which is now my scorecard, I'd have just done it over the whole month.

I didn't like the way they set it up, but that's, that's my personal preference. I prefer to get the whole month in and just tick boxes all the way along.

[Rachael Davis] (1:12:04 - 1:15:26)

Okay. So what I'll do is I'll set up something else that covers off, like how these things link together. And let me just, let me talk to Adam and Jocelyn, we'll work something out and then I'll, I'll, we'll put something out there and help you all with that linking, connecting the dots.

But again, with Chris, like it might be that I'm, I did, maybe his is the world-class way to do it. And I've just, I've, but I've adapted it to the way that suits me. And the thing about all of these tools is that you adapt them to the way that suits you.

Now, for example, with Asana, just bringing it back to this, the scorecard, I will link my one-to-one notes to the scorecard on my quarterly reviews. Yeah. So I've got, I haven't covered them in here because I haven't had the time, but you can have the scorecard that you've got in your OneDrive or your Google Drive.

Anything in Asana can be linked to anything on your drive and it, you know, and if your team members have access to it, they can get access to it. So you can use these tools to monitor performance. But like for me, a scorecard is KPI performance and just tracking how they're doing on a monthly basis.

Red, green, amber, keep it simple. Have they hit the hours logged? If red, if they haven't, green, if they have.

You know, are they, what's their task efficiency like? You know, have they, how many tasks out of 40 have they done for the month? And that'll be, that'd be two things that I might track with the virtual assistants and that's it.

Property managers, you might be tracking more stuff. It just depends how, you know, viewings, sales, there might be more in that. So you just got to decide what the key performance trackers are for the scorecard.

But scorecards are generally little mini Excel sheets that you have for your team members to track their KPIs. Yeah. And it would feed back into Asana because you can have a link to it, but I wouldn't necessarily build a, it's a spreadsheet, isn't it?

So spreadsheets sit in your drive and you link back through to them in Asana. When you need them, because obviously the assistant needs to see them or the team member needs to be able to see them. The whole idea is, you remember when Adam said, make sure someone else is doing the scorecards so they can't do their own.

So you're probably always going to be doing your scorecards or a manager is going to be doing the scorecards. And then the My Home spreadsheet for me is about making sure that you've got visibility and clear visibility for every team member on who's doing what. So every task that's in My Home should say the initials of the person who's doing it and a brief description of what it is.

And then that should link to the process. And can I just say that I am only just setting up a My Home spreadsheet. I did it a different way.

So don't feel like you've got to tackle everything this winter because you don't. Yeah. You can just tackle what you need to tackle.

You don't have to set up a My Home spreadsheet this winter unless it's like you've identified it as the thing that you've got to do. And you can just set up processes. So before I got into My Home spreadsheets, I was doing maps, methodologies, identifying the methodologies.

I was doing the processes and then I was doing the assets that went with them. And that was all I was focused on. Because when you've got team members, people need to know how to do things right.

I would say that the My Home spreadsheet is the icing on the cake. It's a wonderful, you know, this is the creme de la creme. If you've got something like that, it links back through to all the work you've previously done.

Yeah. So just think about what you can manage this winter.

[Attendee 1] (1:15:27 - 1:15:46)

Yeah, it's just I'm an ex-IT professional and we need 100% clarity before we start the task. And I've gone over this and over this and that contradicts that bit and all sorts of stuff. His video is contradicting another video.

And I'm kind of, what the hell? My head's about to explode trying to figure out what's going on.

[Rachael Davis] (1:15:46 - 1:16:18)

Brendan, I think that's because everyone picks out what they need and goes with it. Everyone's adapting these tools to what they need as people. I'm sure people have left who've probably run out of time.

But if you need to go, please go, because I've obviously run over. But if anyone else wants to ask me any more questions, then I'm happy to stay on for another 10 minutes and answer any other questions. Brendan, I will help you the best I can.

But perhaps the clarity you're seeking is just about you deciding what works for you. But I will cover it again.

[Attendee 1] (1:16:18 - 1:16:34)

You've cleared up more than has been cleared up so far, to be honest. If that's the way you do it, we'll go with that. That's fine.

If I could see an example of a bookkeeping task that goes through these three different things, I'm done. I get it all then.

[Attendee 4] (1:16:34 - 1:17:03)

Can I chip in on that? I completely get where Brendan's coming from. And I think it's not so much about what's the right way to do it or the wrong way, because obviously then you can adapt it.

But you can only adapt it and choose your path through it when you understand how all the different parts interact. So I agree. You almost need to know, here's the jigsaw.

Here's all the pieces. And then I can go, now that I know all those pieces, I'm going to do this one, this one, this one. But if I don't get all the pieces, then yes.

[Attendee 1] (1:17:04 - 1:17:20)

I would actually review the workshops. And I've gone over it and over it. I'd look at the workshops and just go, has this been clear enough personally?

But I might have lost the plot. I've been a bit overworked trying to catch up on this and I might have got really confused.

[Rachael Davis] (1:17:20 - 1:18:54)

Yeah, let me help with the jigsaw then. So I would say that your main focus in, Asana is a tool to help you, but the main focus should be on methodologies, choosing your methodologies, building those processes out, and then having the assets that go with them. So having a document, do you remember we talked about Loom is for context and documents are for content, creating the process in a document.

And then that document can then be used to map your process and you go step by step. Then you could give it to, if you've got a virtual assistant, you can get them to build it in Asana for you. I don't recommend you build something this complicated, like my checking process yourself.

Yeah, there's my checkout. Just again, just to show you these things, they take time, don't they? They take a lot of time to produce in Asana.

So if you can give it to someone else, that's better. But if you can't, fair enough. I would be very choosy as to which methodologies, assets and processes you decide to do this winter.

You don't have to do them all, do the key ones, the things that cause you problems, get them done first. Once you've built some of those processes and assets that are going to help your team, then I would start thinking about using something like my house to pull everything together. It's the icing on the cake.

It pulls everything together. What are all the processes everybody's doing? It's an overview of what everyone's got to do, not just you.

Yeah, that would be the icing on the cake.

[Attendee 1] (1:18:55 - 1:19:03)

I'm as happy as Larry now, Rachel, to be honest, because everything's going into a my house document apart from the KPIs. And that's all I needed to know. I think you're right.

[Rachael Davis] (1:19:04 - 1:21:05)

Yeah, and then your KPIs are for monitoring specific team members. Yeah. And then you can see it is spreadsheets in your drive, in your private folders, and you would link to them.

If you're using Asana, the first tip I can give you is use it for yourself. Get yourself using it for some day sanity. I've just shown you how I've done mine.

Hang on, let's just go back in my tasks. Get yourself to this point. Obviously, you will have things in Monday, Tuesday.

I'm on half term, so half term, half work. Yeah, so get yourself some kind of clarity on what you're doing. Yeah, and that's how you're working through the program, how you set it all.

I don't have winter hit list on here. Yeah, it's not in here, it's in a spreadsheet. So where I've got a spreadsheet, I'm using a spreadsheet, right?

And that's what I'm using to tick off. The difference is in Asana, my winter hit list spreadsheet tasks are going in here. Yeah, so you'll see in this one, there's quite a few winter hit list jobs in here.

And I think Adam talked about, you know, if you're making sure that winter hit list tasks are making it onto your Sunday sanity list and minor in here. Yeah, but the actual task itself and the updating of it goes in the winter hit list. Now, you could go to the nth degree and you could link, put a link into Asana to your, to where in the drive your winter hit list lives.

You could do that, but I don't find it necessary. I just know where it is. I'll just go in it and do it.

Yeah, you can make this as fancy and as less fancy as you like, but I would get to grips with it for yourself. And when you've got to grips with it for yourself, when you feel like it's working for you, then I would give it to a team member. Yeah.

Give them access to the workspace. You want to put them in, get them to create their own task list. Remember on the free version, you won't have visibility of their tasks.

If you need to see, unless you do it in a one-to-one project like I've done here, that's how I've got my visibility through a one-to-one project. Yeah. Yeah.

[Attendee 2] (1:21:06 - 1:22:15)

So that again, can I jump in quickly? Yeah. What I found helpful, Brendan and others is that obviously going through a similar process and looking at my house and I know Chris Moss shared his like an organizational chart.

And so what I decided to do was write out the organizational chart that for my company with all the like FDs in it as we wanted to grow it. And then the sub positions or jobs within that. And then using help from chat, chat, UBT for each role, I've asked them to write the job description for the role and then for the type of firm I am.

And then underneath that, I've asked them to on the back of the job description, write the KPIs for that role. And so I've hyperlinked those in my OneDrive into the one spreadsheet. And so I can just click on that, it'll take me the job description and the KPIs for that role.

And then the next part of that for me to build it out that I'm looking at is to then have the break down the processes for each role. So it's just giving me the right logical order.

[Rachael Davis] (1:22:15 - 1:22:18)

Yeah. And also, Gareth, you can create all of that.

[Attendee 2] (1:22:19 - 1:22:26)

Yeah. You just find in the jobs to then find the people to replace the job. So when you take someone on, you've already got the job description, the KPIs.

[Rachael Davis] (1:22:26 - 1:23:23)

You can put all of that in a project in Asana. So you could create a project called, you know, it could be processes, it could be operations, process, it could call it what you want. And you have a project and then you've got all these different layers to it for all the different roles.

And then you've got and people can contribute to that project because multiple people can contribute to a project as long as they've got access. Yeah. And then everyone can do their bit.

But the nice thing about Asana is it'll all be in one place. So that's what I'd recommend, Gareth, if you haven't already started doing that, have it in Asana and then everything's in one place. And then if that needs to go into the OneDrive and you need to save it in another folder, because all I'd suggest with anything like this, you must have a backup because if your Asana gets switched off or there's a glitch or there's an issue, it goes down for three days.

You know, we've got an over-reliance on apps. So just make sure that anything that you're creating in Asana and all the project stuff that you're doing, you've got that backed up in a OneDrive somewhere else that people can access.

[Attendee 2] (1:23:23 - 1:23:29)

On that note, OneDrive, if you've got a business, OneDrive doesn't back up automatically.

[Rachael Davis] (1:23:29 - 1:23:30)

No.

[Attendee 2] (1:23:30 - 1:23:34)

So it's just in the cloud so that you can actually lose your OneDrive as well.

[Rachael Davis] (1:23:34 - 1:23:34)

Yeah. Yeah.

[Attendee 2] (1:23:34 - 1:23:45)

I mean, if you're going to use an IT provider, it's an additional subscription, but they will back it up for you. So definitely do that.

[Rachael Davis] (1:23:45 - 1:24:50)

Yeah. And again, Google will have something similar, you know, always depending on the service you want, there's something to pay for. But yeah, remember there's like, like I say with Asana, there's a free version and a paid version.

So it depends on what you want to use. So, but like, you could create the whole thing. But the thing I like about it is the fact that in an email, it's easy to get lost.

You've got work all over the place. But in Asana, everything on that particular topic can be put in a project and you can find everything you need about it, you know, from like the history. I mean, what we do is it just preference.

I've got one-to-one projects for each year. So I don't want everything from the last four years in the same project, but every, every year gets a fresh new project, because this is the work that we've done for this year. And I move it along like that.

And then everything that you don't need gets archived. And then you start your fresh year and it kind of goes like that. But I think that the joy of Asana is that it's all in one place and it's easy to find and multiple people can contribute to multiple projects.

And you can duplicate everything you want, anything you want, duplicate, duplicate, save yourself some time. Yeah. Does anyone else have any other questions about Asana?

Are you all happy?

[Attendee 1] (1:24:51 - 1:25:10)

I think that's the real benefit of Asana though, is you can have multiple people on it and you can have these projects. As for a tick list, I'm doing my Sunday sanity on a Google sheet. I can do that from my phone or from the PC.

So I don't get a great benefit there, but I think it's just because other people can collaborate.

[Rachael Davis] (1:25:10 - 1:25:11)

Yeah, it's a collaboration too.

[Attendee 1] (1:25:11 - 1:25:14)

You've got a central repository for all of these things.

[Rachael Davis] (1:25:14 - 1:25:57)

You might decide not to use it. This is the thing again, I know you're getting a lot of stuff thrown at you on the programme, but at the same time, it is there. You can choose to use it or not use it.

I've been on a PE for five years. I haven't successfully set up a MyHouse spreadsheet until now, but I didn't feel ready until now. I have got a repository of loads of processes.

They're all quite well-developed now. There's some more videos I need to do. That's like the little bits left for me are videos in a MyHouse spreadsheet that links it all together.

Yeah, because my team aren't running smoothly enough, so I feel like I need some place where I can see everything from each team member, and that's why MyHouse is working for me this year. But before that, I wasn't interested. All I wanted to do was create processes.

So it just depends.

[Attendee 1] (1:25:58 - 1:26:00)

Yeah, Asana is going to be a project.

[Attendee 4] (1:26:00 - 1:26:01)

Don't jump off, guys. Sorry.

[Attendee 1] (1:26:02 - 1:26:02)

Thank you so much.

[Rachael Davis] (1:26:03 - 1:26:04)

Yeah, you should go, Robbie. See you later, Claire.

[Attendee 1] (1:26:05 - 1:26:06)

Thanks, guys. Thanks very much.

[Rachael Davis] (1:26:06 - 1:26:08)

Bye-bye. If you're done, go.

[Attendee 1] (1:26:09 - 1:26:13)

Yeah, I've got an afternoon. We can chat away, mate.

[Rachael Davis] (1:26:13 - 1:26:14)

Well, I don't.

[Attendee 1] (1:26:14 - 1:26:20)

I've got things to do. I've got to go as well. Bye-bye.

[Rachael Davis] (1:26:20 - 1:26:44)

Yeah, it's fine. We've gone on for ages. I would say that I'll have a chat with the team.

We'll see if someone can show something that links into all, like Asana. Chris or Josh would be a really good one. Josh might be able to do the finance one for you.

So he might be able to show you what he's got in MyHouse for his finance and how that links through to Asana and how that links through to his scorecards, maybe.

[Attendee 1] (1:26:45 - 1:26:55)

To be honest, you've clarified so much. It's great. I can actually crack on now.

It makes a lot of sense. If I could see a bookkeeping role from end to end, it'd be perfect.

[Rachael Davis] (1:26:55 - 1:26:57)

Yeah, mine's not perfect, I have to say.

[Attendee 1] (1:26:57 - 1:26:59)

Well, no, Josh is one then.

[Rachael Davis] (1:26:59 - 1:27:17)

Yeah, I'd say Josh. In fact, what I would do, Brendan, is just link him to the next one. He's got, his is on the 28th of February, where he's going to help you with the world-class finance function.

So I would ask him at that point. So if you can do that, I think you'll get what you need.

[Attendee 1] (1:27:17 - 1:27:22)

Too late. That's two weeks away. We've got work to do.

We've got things to do and all sorts of stuff like that.

[Rachael Davis] (1:27:23 - 1:27:23)

I'll ask him.

[Attendee 1] (1:27:24 - 1:27:29)

I need my VA, my newly recruited VA to be working hard before then.

[Rachael Davis] (1:27:29 - 1:27:32)

Yeah, well, set her up on Asana and get her to do loads of processes for you.

[Attendee 1] (1:27:32 - 1:27:47)

No, no, I'm going to get her on my house, the opposite way, and get her set up and get the KPIs sorted out. And we'll do Asana. I think she knows, she's familiar with Asana as well, but I'm doing it the opposite way around and getting the processes in place.

That's been great. That's been great, actually.

[Rachael Davis] (1:27:47 - 1:27:48)

Yeah, it's all right.

[Attendee 1] (1:27:48 - 1:27:48)

Good.

[Rachael Davis] (1:27:49 - 1:28:00)

I'm sure when people watch it back, they found it useful as well. Pat, have you got any other questions? Are you all right?

You're all good. I think I'm going to close it down now because we've done an hour and a half on Asana. Very good.

[Attendee 1] (1:28:01 - 1:28:02)

Thanks very much.

[Rachael Davis] (1:28:02 - 1:28:05)

Have a wonderful Wednesday afternoon. See you all later.

[Attendee 1] (1:28:05 - 1:28:07)

Have a good week, Rachel. Cheers. Bye-bye.

[Rachael Davis] (1:28:08 - 1:28:37)

Bye, Smitha. Bye. Bye, Laureen.

Thanks, Rachel. Bye. Bye, darling.

See you. Lauren, are you there? I'm going to end it.

Lauren, I'm going to end it now.