

Chaotic Office Times

Organised Chaos Newsletter

"Creating SPACE -
Restoring ORDER"

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Little bits of paper



Dear Friends of Organised Chaos

Wouldn't it be nice if 2015 was the year you took control of your admin function and saved yourself lots of time and stress?

Whilst my clients respective businesses are quite varied there are of course some things they have in common with each other. As I recognise these common threads it's my intention to share them with you. After all, if several clients have the same issue, then the chances are that it might be something you're struggling with as well.

What do you do when your phone rings?

During the working week you will get calls from a variety of people including:

- Existing customers
- Prospective customers
- Existing suppliers
- Would-be suppliers
- Colleagues
- Networking contacts
- Your accountant

And a host of others, I'm sure!



Hopefully you have a pen or pencil to hand?

You may want to make some brief notes to remind you of what has been discussed and what action you need to take.



OK, you have something to write with - now you need a piece of paper!

Do you just grab the nearest sheet of paper whilst you're talking?



Maybe you grab an envelope, or a sticky note, or an invoice - and write on that?

That's what happens to a lot of my clients. You might be wondering what's wrong with doing that.

- ◆ It will more than likely get lost
- ◆ You may have written on the back of something vital
- ◆ Your office will be strewn with pieces of 'important' paper

The whole point of making the note is as a reminder, so if it gets lost, then that's probably a potential customer who might never hear from you again.



So, I generally recommend the use of an A5 notepad, like this one from my local stationery suppliers, [Compleat Office Initiatives, Daventry.](#)

The idea is that the cover is bright and eye catching so you won't lose it in your office! Now all you need to do is discipline yourself to start a new page every day, and write the date at the top. Every note you take gets written into this book. If you want to be really thorough, you can cross out entries as they are actioned!

Now, the thing is that this little notebook can save you lots of valuable time. It may be a very simple solution, but these things don't need to be complicated. Just imagine all your notes in one place - safely stored. You may want to take this out with you for use in meetings - in which case you might prefer the A6 size.

These days many people prefer to use cloud based organisers and of course that's fine. Use whatever works for you. Whatever you use it has to be about discipline. Are you the kind of person who will take a call and then go immediately to a website to log the activity? Or would you rather be reminded by the colourful presence of a notepad? There is no right or wrong. Only what works for you. It also needs to be an improvement on a sea of random notes on tiny scraps of paper.

If you prefer electronic solutions then check out [Evernote](#).

Nor is it a case of being entirely paper based or computer based. I admit to a preference for paper, but do use a [CRM](#) system, so my notes get copied into the [CRM](#) which makes them more readily accessible.

If you recognise yourself with this image, then do please get in touch so we can discuss what might be a more effective and professional solution for you.

Maybe you have a client who works this way and struggles? I'm happy to discuss ways in which we could be introduced without you feeling awkward.



"HANG ON WHILE I FIND A PENCIL."

If this has got you thinking - I'm happy to continue the conversation,

*Best regards,
Judith*

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