

Case study: James Patterson, CB Richard Ellis

James Patterson is Senior Managing Director, NSW, at CB Richard Ellis. He's directly responsible for over 400 staff located in seven offices throughout the state, with an annual turnover in excess of \$75 million.

It has been a big transition over the past few years moving from jointly owning a boutique company to now running the NSW business which forms part of one of the largest commercial real estate agencies in the Australian region. It was a pretty busy time, and I began working with Andrew to help drive my work/life integration.

Focusing on my health (training/boxing three mornings

what you need to do

organisation

a week) and nutrition together with planning my time in day/week/month chunks has really increased my overall productivity at CBRE and helped me allocate quality time to the family: Libby – my wife, and our three young boys – Max, Hugo & Oscar.

With the direct assistance of my PA, Sue Murray, who acts as my gatekeeper, we are now controlling distractions where possible, and spending at least half a day every week on planning and strategy. We're also meeting every day to deal with day-to-day operational matters, and controlling incoming calls and walk-in meetings/interruptions etc.

Both Sue and I are successfully using the 'Visual Recognition System' – colouring my diary so at a quick glance we can see where I'm spending most of my time.

Another focus has been trying to control the email at CBRE – we have started to educate employees and Andrew is also running productivity programs for all levels of our staff to educate people about how to use emails properly.

I can really see the difference with all the productivity measures that Andrew's suggested, not to mention the fact that the fitter I become the more I can handle during the day both at work and at home...and with less coffee!!