

FAQ REGARDING REFRAME

Q I'VE SIGNED UP FOR REFRAME. NOW WHAT?

A We're looking forward to getting started with you! First, read this sheet, as well as the Overview and the Prepare for REFRAME sheet. Please purchase the supplies listed on the Prepare for REFRAME sheet between now and Monday (you probably already have a lot of the supplies). If you can, it's helpful to reduce your workload or obligations for the next few weeks. Freeing up extra time is not a requirement, but it will allow you to focus your time and energy on the program.

Q WHAT HAPPENS ON MONDAY?

A Beginning on Monday, you will get a daily email from us, (Monday-Friday), for the duration of the program. Please open or turn on your computer, access the email, and read the instructions before you do anything else. Even if you have to wait until later in the day to complete the task, you should read your REFRAME email first thing each day so that you know how to plan your day.

Q I'M REALLY BROKE AND DON'T HAVE MUCH MONEY TO SPEND ON SUPPLIES.

A That's ok. The least expensive way to do this is to forgo the shredder and the label maker. Everything else should be inexpensive.

Q WHAT IF I GET BEHIND AND MISS TWO OR THREE DAYS?

A Ideally, you'll do each task on the day it is assigned. However, we understand that life happens, and that some weeks are busier than others. If you get behind or miss a few days, you can work on several days at once on a later date.

Q WHAT IF I DON'T HAVE TIME TO DO ALL OF THIS DURING THE WORK-WEEK?

A We've tried to break the program down into small enough tasks so that you can take some time out of each day to complete each task. However, if this feels completely unrealistic for your situation, you could just do all five tasks during the following weekend (but we don't recommend this). Please don't let yourself get too far behind, or it will feel overwhelming to get caught up. The principle of this program is "do little things before they become big things."

Q I'M AFRAID THAT I WON'T KEEP UP WITH ALL MY REFRAME STUFF AFTER THE PROGRAM ENDS.**HOW CAN I BE SURE TO MAINTAIN THESE SYSTEMS?**

A This program is set up in “building blocks.” Each week, as you add new habits, you also add blocks to your calendar that pertain to those habits. By the end of the program, you will have a fully ‘blocked’ calendar, with instructions so that you stay on track. We’re also thinking that you’ll be enjoying your new, organized world and the systems that work for you, so you’ll be motivated to maintain the habits you’ve learned. If you want extra help, we are developing a maintenance plan to help people continue to grow with the system. We’ll keep you posted on that.

Q I IS THERE ANYONE WHO CAN HELP ME WITH ALL THIS STUFF?

A We’re here to help! Email us. Jodi Carter [info@breathingspaceconsulting.ca] is a professional organizer, here to answer your questions about the nuts and bolts of organization. Heather Jassy [heather@emptyspacecoaching.com] is a counselor and personal coach who can help if you’re overwhelmed, stuck, or don’t know how to get started. We promise to write you back within 24 hours.

Q I'M WORRIED THAT I'M USING A LOT OF PAPER. HOW CAN I REDUCE THE AMOUNT USED?

A Good question! Wasting paper is something that concerns us, too. Here are some ways to reduce the amount of paper you use:

1. Use recycled note cards
2. Go paperless on all your bills
3. Recycle rather than throw away
(when we say “TOSS,” we mean recycle first)
4. “Group” lists—for example, write all your phone calls onto one card titled “card”

Q HOW WILL I KNOW IF THIS IS WORKING?

A You’ll know the REFRAME program is working because you’ll have more time, fewer forgotten details, and you’ll start having a lot more good ideas, which you’ll actually bring into fruition. And you’ll be able to see your desk and get through your inbox!

Q I HAVE A FRIEND WHO MIGHT LIKE THIS PROGRAM. WHERE CAN HE GO TO LEARN MORE ABOUT REFRAME REFRAME?

A <http://www.reframeproductivity.com>

Q I FEEL OVERWHELMED. WHAT SHOULD I DO?

A Email us. Jodi Carter [info@breathingspaceconsulting.ca] is a professional organizer, here to answer your questions about the nuts and bolts of organization. Heather Jassy [heather@emptyspacecoaching.com] is a counselor and personal coach who can help if you're overwhelmed, stuck, or don't know how to get started. We promise to write you back within 24 hours.

Q WILL THIS SYSTEM WORK FOR A WHOLE OFFICE OR A WHOLE 'TEAM'?

A Great question! While REFRAME is technically a personal productivity system, it could work well in tandem with other systems. We're big fans of basecamp (<http://basecamp.com/>) for group project management, or delegation with teams. In a group scenario, individual responsibilities within a team would be delegated on basecamp, and individuals would simply copy their DOs into their note card system. Here's an even simpler version: if you are in a team that meets for regular meetings or brainstorming sessions, you could use the index cards to write down steps and goals, and then pass out the index cards to the people who are responsible for the tasks.

Q WHAT'S THE DIFFERENCE BETWEEN A "DO" AND AN "IDEA"?

A To answer more questions like this, be sure to read and print the quick reference guide. You'll want to be able to access this guide during the program. A DO is a small, actionable step i.e. a single action. An IDEA is something you'd like to do, or something that is exciting, but isn't yet broken down into small steps. For example, "Write a book" is an idea whereas "block off time to research topics," "find a publisher," "write on Monday," "buy a notebook for writing" are DOs.

PLEASE BE SURE TO READ "PREPARE FOR REFRAME" AND THE QUICK REFERENCE SHEET.