



the little book of  
**Work  
Resolutions**

**NineFeetTall**  
delivering positive change





# Welcome

to our little book on the  
big subject of  
**Work Resolutions**

## Why read this book?

Because you want to strike a better work-life balance and improve your overall success.

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You'd like to increase your effectiveness without increasing your working hours.

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You're looking for useful tips, stats and advice on how to get the most out of your professional life but don't have time to research them.



# Alternative reasons

to read this book

You want to work smarter, not harder.

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You know where you'd like your career to go but you're not quite sure how to get there.

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Today is a good day to make a fresh start.

Enjoy!



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**1**



**Why  
make work  
resolutions?**

# In today's world coping with work pressure is tough

An average work day rarely feels long enough to get everything done.

## Did you know?

Your productivity can be greatly improved by adopting habits designed to make you work more effectively?

# 9 habits of effective people



1. They always start with goals
2. They create systems
3. They believe in themselves
4. They take control of their lives
5. They embrace change
6. They find happiness in the success of others
7. They are decisive
8. They avoid multitasking
9. They freely ask for help

**Work hard**



**Have fun**



**Make a  
difference**

“ If you do what  
you’ve always  
done, you’ll get  
what you’ve  
always gotten ”

Anthony Robbins





“

I have looked in the mirror every morning and asked myself:

‘If today were the last day of my life, would I want to do what I am about to do today?’

And whenever the answer has been ‘No’ for too many days in a row, I know I need to change something.

”

Steve Jobs

## FOUR WAYS TO MAKE YOUR WORK RESOLUTIONS STICK:

Be clear about your intentions



Make a plan with actionable steps



Measure your results



Stay focused

“ All bad habits start slowly and gradually and before you know you have the habit, the habit has you.”

Zig Ziglar

The best time to start was **yesterday.**


The next best time is  
**now!**


2



# Technology

# Technology has **revolutionised** the way we work

- 
- 1990** World wide web was invented
  - 1998** Google goes live
  - 2001** iPod
  - 2004** Facebook
  - 2005** YouTube
  - 2006** Twitter
  - 2007** iPhone
  - 2008** Cloud computing
  - 2010** Tablets



Mobiles, tablets, web conferencing, social networks and the cloud have meant radical change for the conventional office environment.

We can transmit documents, video and images anywhere in the world...

**INSTANTLY.**

## Is this always good news?

Early morning conference calls.

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Calls and emails on your day off.

---

Email notifications when you're just hopping into bed.

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**Thanks to technology,  
we're always "on".**

# Business technology

has led to the blurring of lines between work and home

**i** Did you know?

**60%**

of British businesses now allow their employees to work from home.



# Social tools in the workplace

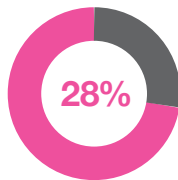


In a recent study:

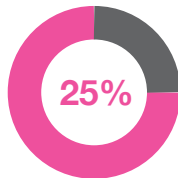
**46%** of workers feel their productivity has increased because of their use of social tools

**37%** believe they could do their job better if management was more supportive of the use of social tools

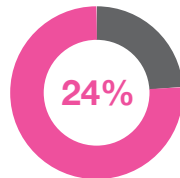
Yet, organisations often restrict their use:



HR concerns



Concerns about company image



Data loss

Source: Microsoft



Failing to implement  
social technology makes  
high-skill employees  
and management

**20-25%**  
less productive

Source: McKinsey, Global Institute

### MOBILE WORKING: A CASE STUDY

Telecoms giant O2 held a “leave your staff at home day”. They used social collaboration technology to work remotely:

£9000 of employees' money was saved on commuting costs.

Employees spent an extra 1000 hours working that would normally be spent commuting.

36% of workers said they were more productive than normal.

Electricity use was down 12% and water use down 53%.

There was a 12.2 tonne reduction in CO2 emissions.



## 9 tips for effective use of social media tools at work:

1. Get to grips with key social media tools such as LinkedIn, Twitter, Google+ and YouTube
2. Follow your company's, competitors' and suppliers' LinkedIn pages
3. Make new connections every month
4. Keep up with news and trends
5. Follow thought leaders
6. Read, like and comment every week
7. Collaborate with colleagues using social tools
8. Join the conversation
9. Limit your use of social media to a specific amount of time only (e.g. 10 minutes)

Technology...  
is a queer  
thing.

It brings you great gifts with one hand, and it stabs you in the back with the other.

C.P. Snow, New York Times,  
15 March 1971

# Consider a work resolution that will make technology work harder for **you**

(Rather than the other way around!)

## TOP TIP

Factor in dedicated time each day for checking and responding to emails. Staying in control of your inbox will free you up to focus on the major tasks and keep you distraction free during them.

## 3 CHANGES YOU CAN MAKE TODAY

To help you be more effective

- 1 Allow yourself a few natural breaks within the day to take a break from work.
- 2 Invite other people to view the things you are working on, they'll often spot the small changes that can make something that extra 10% better.
- 3 Give yourself dedicated technology "off" time and allow yourself time to recharge.



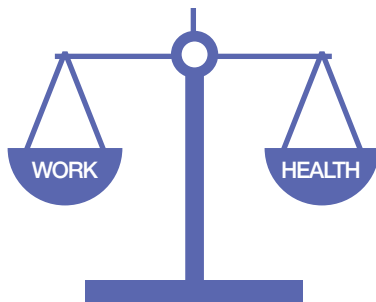
**3**

**Health**

# Balancing work and health has become extremely challenging

When work seems to take up most of your time, with no respite from responsibilities and worries – health can suffer.

With smart planning and by adopting healthy habits balancing work and health doesn't have to be difficult.





Approximately

**131 million**  
work days

were lost through absences due  
to sickness in the UK last year.

**28.2 million**  
working days

were lost to work-related ill health.

Work related stress accounts for

**40%**  
of all work-related  
illness

Source: UK Health and Safety Executive

# How to spot the signs of work stress

## Changes from normal behaviour

- » Changes in eating habits
- » Changes in sleep patterns
- » Twitchy, nervous behaviour
- » Changes in attendance such as arriving later or taking more time off

## Emotional symptoms

- » Negative or depressive feeling
- » Disappointment with yourself
- » Increased emotional reactions – more tearful or sensitive or aggressive
- » Loneliness, withdrawn
- » Loss of motivation, commitment and confidence
- » Mood swings

## Mental

- » Confusion, indecision
- » Can't concentrate
- » Poor memory



# Fit for Business

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# Fit for Life

## Did you know?

A recent study commissioned by the Department of Work and Pensions conclusively showed that work overall is generally good for physical and mental well-being.

Source: Is Work Good for your Health and Well Being? Gordon Waddell, A Kim Burton

# Work related stress...

..is the negative reaction that occurs when demands at work exceed your ability to cope.

It can hit anyone, at any level of the business and is not confined to particular sectors, jobs or industries.

## TOP TIP

Take your annual leave. Plan when you will take your holiday and then take it, ask yourself this question, “will what I am working on fall apart if I go on leave for one week?”. In most cases the answer will always be “no”.

So take a break – you deserve it.

## 3 CHANGES YOU CAN MAKE TODAY

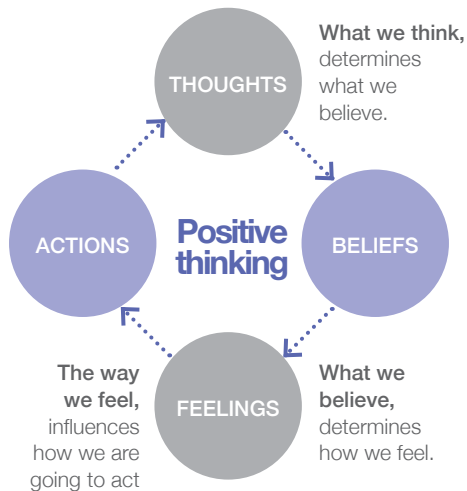
To help you stay stress free

- 1** Exercise regularly – exercise not only boosts your health and well being but it provides you with time to think. You’ll be healthier and your mind will be clearer as a result. Win, win!
- 2** Make time for reflection – think about what’s going on in your life. Switching off technology and sitting for 45 minutes to think about all that you have on your plate will provide you with opportunity to work out what you need to change and prioritise.
- 3** Get more sleep – burning the candle at both ends is not sustainable for long periods of time and can lead to poor decision making and a lack of concentration.



# What we think, we are...

You can't live a positive life with a negative mind



4



Environment

# A quality work place

is essential to keep people on task and working efficiently.

An excellent work environment is marked by such attributes as:

- » competitive wages
- » trust between the employees and management
- » fairness for everyone
- » a sensible work load with challenging yet achievable goals
- » empowerment
- » balance between freedom and rules

All business professionals will profit from creating and working in the best possible work environment.

# 5 characteristics of a positive work environment:

**1** **Transparent & open communication**  
Creates unity and understanding

**2** **Work-life balance**  
Promotes creativity and out-of-the-box thinking

**3** **Training & development focus**  
Improves efficiency and creates positive attitudes

**4** **Recognition for hard work**  
Encourages extra effort and a sense of work pride

**5** **Strong team spirit**  
Creates a feeling of unity and shared goals

# Remote Working

## Advantages

- » Flexibility
- » Lower costs for employer and employee
- » Work at your own pace
- » Fewer sick days
- » Technology makes so much possible

## Disadvantages

- » Lack of routine
- » No workplace social life
- » Hard to separate work from home
- » Distractions
- » Complete dependence on technology



**87%**  
of us still  
work from  
the office

Source: Office of National Statistics

**9 tips** for staying motivated when  
working remotely:

1. Get up early
2. Set a schedule
3. Have a separate means of communication for work
4. Make sure you get the odd change of scenery
5. Make the most of video technology
6. Use teleconferences to your advantage
7. Grab lunch with your colleagues where you can
8. Visit the office and attend special events
9. Vary your physical environment

# Anyone for coffee?

Researchers have found that the level of noise that matches the bustle of a coffee shop (around 70 decibels) spurs more creative performance than the quiet of 50 decibels or the distracting volume of 85 decibels.



Source: New York Times  
(Study by University of Illinois)

JK Rowling

first penned Harry Potter in the Elephant House coffee shop in Edinburgh

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Michael Acton-Smith

creator of Moshi Monsters, was doodling monsters in his local café when he hit upon the idea of bringing the little creatures to life

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Barack Obama's

first inauguration speech was written in a Starbucks

## **3 CHANGES YOU CAN MAKE TODAY**

To help you achieve more

**1** **Mix up your working week** – pick one day each week where you will work from a coffee shop if you can, you'll be amazed at how productive you can be.

**2** **Get out and about** – if you can't work somewhere other than the office at least try to take a break once a day and get to some green space. Taking in something stimulating and different like a park or even just window-shopping can help clear your mind and renew your energy.

**3** **Schedule a “Walk and Talk” meeting** – Steve Jobs was famed for holding walking meetings around the Apple campus. Changing the environment and your posture frees up your mind to think about things differently.





**5**



**Friends  
and family**

# Balancing work and family

To balance work and family means to give yourself equally to both areas of your life and not neglect one over the other.

Creating this balance is not always easy and needs organisation and discipline.

The benefits of a happy family and a successful career are definitely worth the effort.

“ It's all about quality of life and finding a happy balance between work and friends and family ”

Philip Green, Chairman of The Arcadia Group

# Did you know?

When compared to their European counterparts, workers in the UK:

- » Work the longest hours
- » Take the shortest lunch breaks
- » Enjoy the fewest public holidays

Source: TUC

Over 50% of parents report regularly not being able to go home from work on time.

Their key reasons include:

- » It's the only way to get work done
- » There is a workplace culture of putting in extra time
- » There is no time otherwise for proper planning and thinking
- » Employers expect it

Source: Working Families  
"Time, Health and the Family", 2014

# A nod from the top

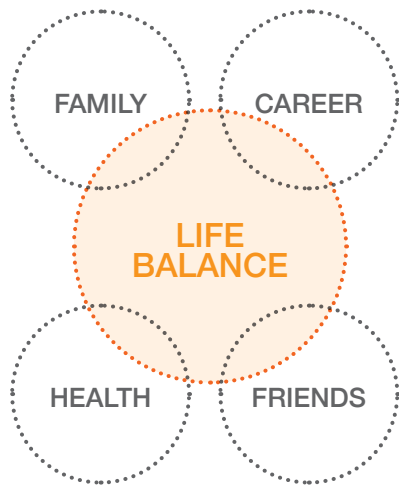
'Good' employees or workers are sometimes seen as those who put in loads of effort and sacrifice their personal time in order to perform well in their work.

Managers and organisations as a whole have a responsibility to show that this is not right, by rewarding employees who maintain good work-life balance habits (e.g. leave work on time) and can still perform well.



**"What do you mean, you need to find a balance between work and family? We consider you part of our family."**

Never get so  
busy making  
a living that  
you forget to  
make a life.



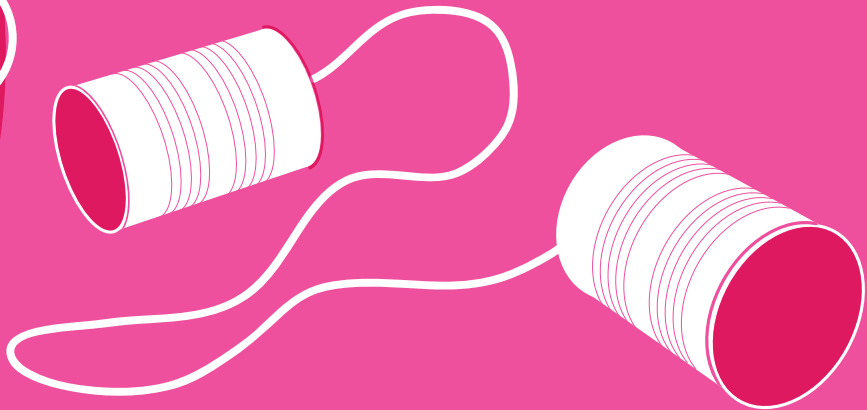
## **3 CHANGES YOU CAN MAKE TODAY**

To help you find a healthier work life balance

- 1** When you are home, be there in body and spirit – it sounds simple but with all the technology available to us these days this is harder than it seems. If you are home and it's outside working hours, switch off technology and interact with your friends and family. If you still have work to do, schedule a clear start and end time that suits your family's plans.
- 2** Schedule in activities that are just for the family (or friends) – take a proper break. It's all too easy when working under pressure to carry that work load round with you wherever you go. In order to get a proper break arrange something fun for the weekend that will take your mind off what you are doing.
- 3** Consider a new hobby – having something to look forward to each week can help drive you through the difficult periods at work.

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Communication



# Why communication?

The reality is, most managers and employees within most organisations simply don't communicate well.

Yet communication is imperative to drive business operations, regardless of whether it happens in person, by phone, or via email.

The need is not necessarily for more communication, but more effective communication.

Given that communication has such an important impact on our performance and success at work, we should constantly seek to improve our communication skills.

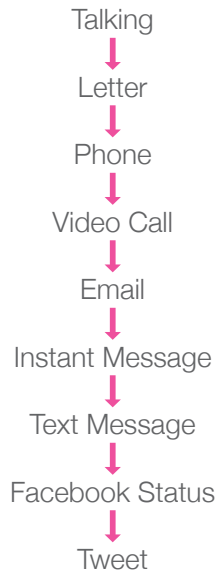


# The changing trends of communication

Over the years, and influenced by the introduction of the mobile, internet, email and even smartphones, we have become less dependent on face to face communications and more reliant on email and telephone calls.

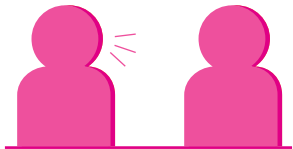
Sometimes the closest we get to an in-person meeting is a Skype call! And our messages are even limited to 140 characters in a tweet!

How communications have become less intimate over the years:



# The power of in-person

Despite communication becoming less intimate over the years, in-person communication is still important.



**73%**

Believe in-person is the most impactful communication method

**75%**

Believe in-person collaboration is critical

**82%**

Believe they were better understood after in-person encounters

Source: Study of 862 business leaders by Economist Intelligence Unit

# The following are seen as key to effective communications:

3 out of 5  
of the most important  
attributes of building a  
relationship cannot be  
achieved without the  
power of in-person!



**81%** Tone of voice



**81%** Facial expressions

**WORDS**

**72%** Words people use



**72%** Subconscious body language



**67%** Conscious movements or gestures

Source: Economist Intelligence Unit

# Meetings

47%

of workers cited  
'too many meetings' as the  
no.1 time waster at the office

2 hours and 39 minutes

The average time an employee wastes in  
meetings every week

11 minutes

The amount of time it takes for a person's  
attention to drift in a meeting



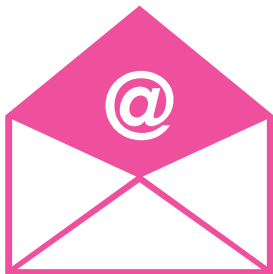
No.1 timewaster

# 9 tips for running effective meetings

Knowing how to communicate well in meetings is vital for making them productive.

1. Start and end your meetings on time.
2. Include a meeting purpose in your invite.
3. Provide an agenda ahead of the meeting where possible.
4. Make 1 hour meetings 55 minutes long to allow time for your attendees to exit the room and get to wherever their next meeting might be.
5. Delegate roles in the meeting and where possible, appoint a scribe.
6. Keep on topic and avoid distracting side discussions.
7. Turn off technology to focus on the meeting you are in.
8. Ensure your meeting room is of an appropriate size for your attendees.
9. Only invite people to the meetings that actually need to be there.

# Email



294 billion

emails sent each day

Over 2 hours a day

A typical corporate worker spends reading and responding to emails

Source: McKinsey

28% of the day

workers spend in their inbox

Source: mashable.com

# Biggest email bugbears

## FOR SENDERS

51% no reply from recipients

14% misinterpreted messages

13% slow response

4% pushback or requests  
for more detail

3% the grammar police!

## FOR RECIPIENTS

25% too many reply to all's

19% emails that are confusing or vague

18% too many emails in general

12% emails are too long

8% bad grammar

# Hanging on the telephone



Mobile phones have transformed phone communications

3.3 billion

number of mobile phones in the world

40%

of people have their phones on 24/7

60%

use at least two devices every day  
and nearly 25% use three devices

1 in 4

check their phone every 30 minutes



# Collaborate!

One of the most recent trends in communications has been collaboration.



With the changes and advancements in technology, such as the internet, file sharing, email and video-conferencing, collaboration has become a more productive way of doing things.

97%

of businesses using collaboration software have reported being able to service more clients, more efficiently.

# The benefits of collaboration

## **Access to strength and skills**

– utilises the strengths and skills of everyone involved.

**Develop employee skills** – as a result of sharing ideas and working with others, employees can take new skills back to their own department to make improvements or enhancements.

## **Solve problems and innovate faster**

– what may take you three months to solve on your own may only take three hours to solve in a collaborative workplace.

**Work efficiency** – with multiple individuals involved, work can be distributed more evenly and efficiently to those who have the time and expertise.

## **Job satisfaction and employee retention**

– employees are more likely to stay at a job or company longer when they have strong bonds with others around them and feel they are a part of something important.



Communication

works

for those

who work at it

John Powell

## 3 CHANGES YOU CAN MAKE TODAY

To help you communicate better

- 1** Consider the most suitable channel of communication for your intended audience. If they aren't good at replying to emails on time, pick up the phone to them instead!
- 2** Be concise – keep to the point and be clear about what you want from the person you are communicating with. Are you asking their opinion or are you telling them how it is?
- 3** Double check your spelling and grammar in all written communications. Re-read it before you hit “send”.

7

Time



# Managing your time

No matter how dedicated you are, you cannot expect yourself to work non-stop for 8 hours each day.

The human brain uses up its energy reserves in 60-90 minutes. To get a job done you'll need to plan, prioritise, learn to stay focused and know when to take a break.

In the last 20 years,  
working time has  
increased by 15%  
and leisure time has decreased by 33%.

Source: visial.ly

Wasted time costs UK businesses  
£80bn per annum

Source: Proudfoot Consulting



# Our 9 tips for better managing your time:

1. Have goals
2. Analyse how you spend your time
3. Have a to do list
4. Prioritise your to do list
5. Control procrastination
6. Organise your time
7. Delegate
8. Learn that it's OK to say 'No'
9. Focus

# Prioritising tasks

Knowing how to judge whether activities are urgent, important, both or neither, is crucial for effective time management

Poor time managers tend to prioritise tasks (and thereby their time), according to who shouted last and loudest!

The [Urgent: Important Matrix](#) is designed to help you allocate your time according to the urgency and importance of your tasks.

The Urgent : Important Matrix

	<b>URGENT</b>	<b>NOT-URGENT</b>
<b>Important</b>	Q1 Do now	Q2 Plan to do
<b>Not important</b>	Q3 Reject and explain	Q4 Resist and cease



## What should you include in **Q1 – Do now?**

- » real major emergencies and crisis issues
- » significant demands for information from superiors or customers
- » project work with imminent deadline
- » meetings and appointments
- » reports and other submissions
- » staff issues or needs
- » problem resolution, fire-fighting, fixes
- » serious urgent complaints

## What should you include in **Q2 – Plan to do?**

- » planning and preparation
- » scheduling
- » research and investigation
- » networking and relationship building
- » designing and testing
- » systems and process development
- » preventative activities or communication
- » developing strategy

Tasks in Q2 are the most critical to achieve success, and yet are commonly the most neglected.

### Q3 – What should you **REJECT** doing?

- » trivial and ‘off-loaded’ requests from others
- » apparent emergencies
- » ad-hoc interruptions
- » misunderstandings appearing as complaints
- » pointless routines or activities
- » dealing with accumulated unresolved trivia
- » duplicated effort

Scrutinise these demands ruthlessly, and re-assess their real importance (even if you have to discuss with the originator).

Where possible reject these tasks immediately, and manage people’s expectations accordingly.

### Q4 – What should you **RESIST** doing?

- » unnecessary and unchallenged routines
- » ‘comfort’ activities; computer games, net surfing, excessive cigarette breaks
- » chat and gossip; face-to-face and phone
- » daydreaming and doodling
- » unnecessary adjusting, tidying, updating equipment, systems, screensavers, etc.
- » long lunch breaks
- » aimless travel and driving

These items are not tasks but comforters we use to delay the task in hand.

The best way to resist these activities is to have a clear schedule of tasks for each day, which you should create in Quadrant 2.

# Stop multitasking!

Studies have shown that multitasking is much less efficient than completing single tasks sequentially, with better focus.

Whilst multitasking is important when time is limited, you should really be looking at your ability to **FOCUS**.

“

I concentrate  
on  
concentrating

”

Martina Navratilova

# (S)top time wasters

Even with the best intentions for staying focused, we can all get easily distracted.

So how exactly do we waste our time at work?

77%

using social media websites


47%

attending too many meetings

4%

daydreaming!

Source: Time Doctor



If you want  
to get  
something  
done,

give it to a  
busy person

## **3 CHANGES YOU CAN MAKE TODAY**


To help you communicate better

- 1** Plan ahead – block out time in your diary for the really important tasks and don't forget dedicated time for checking / replying to emails. If people can see you are busy they are also less likely to disturb you!
- 2** Get rid of distractions – switch off the social media, TV or mobile phone when you really need to focus. Avoid interruptions, move to another location such as a coffee shop if you need to.
- 3** Get to know your own energy cycle – if you aren't a morning person, don't schedule your most important task at the start of the day. Likewise if you are a night owl, make sure you schedule some time off in the day so you aren't burning the candle at both ends.

8

# Personal development





20 years from now,  
you will be more  
disappointed by  
the things that  
you didn't do

than by the ones you did do.

So throw off the bowlines.

Sail away from the safe harbour.

Catch the trade winds in your sails.

Explore.  
Dream.  
Discover.

Mark Twain



# Why have goals?

Goals drive people to success.

None of us are the finished article. If we take a close look at ourselves, we can all find areas in which we can make improvements, be it in relation to work, family, relationships or our health.

You will find it much easier to stay motivated and focused if you have goals to strive for.

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If you wander aimlessly through life, you will be naturally unmotivated.

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Set yourself a goal and give yourself a reason to make a change!

# How to structure your goals

A goal should be more than a vague resolution or promise.

To give yourself the best chance of achieving your goals, there should be structure and trackability in your objectives.

## 1. What goals

**'What'** do you want to accomplish in life? e.g. business, career and financial goals.

## 2. Why goals

**'Why'** do you want to accomplish these goals? E.g. personal, family and health.

## 3. How goals

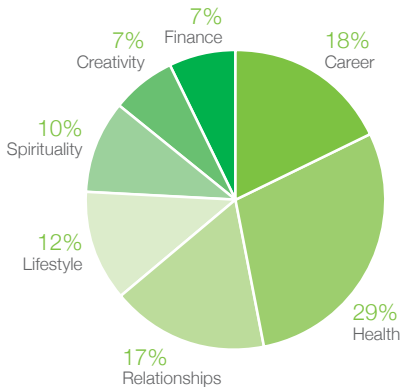
Personal and professional growth. These are 'how' you achieve the 'what' and enjoy the 'why'.

# Consider the following for your Personal Development Goals

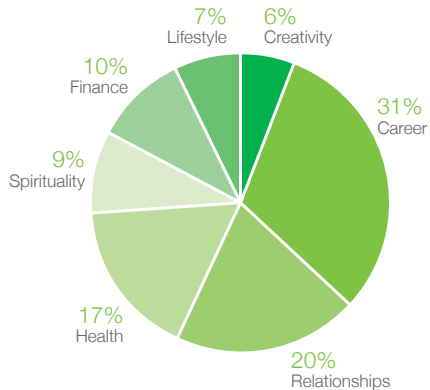
- » Wake up early
- » Read a book a week
- » Learn a new language
- » Take up a new hobby
- » Start a course
- » Challenge a friend
- » Quit a bad habit
- » Start a diary
- » Start a blog
- » Learn to meditate
- » Build a strong business network
- » Take a break
- » Overcome your fears
- » Write to-do lists
- » Have a weekly exercise routine
- » Address your flaws
- » Write a letter to your future self
- » Avoid negative people
- » Learn to deal with difficult people
- » Get a mentor
- » Reduce your use of social media
- » Stop watching so much TV
- » Learn public speaking
- » Commit to your personal growth

# Goals

Ever wondered how the priorities of men and women differ?



**Women**



**Men**

# How to make your goals stick!

Here are 6 tips to help you stay on track to achieve your goals:

- 1. Stay positive** – you can choose to dwell on negative outcomes or to focus on the positive. Try to look on the bright side of life.
- 2. Visualise success** – it may sound corny but all top achievers use visualisation to help them reach their goals.
- 3. Keep good company** – we are inspired by positive people.
- 4. Track your success** – log your achievements on your journey to achieving your goal. Looking back at your achievements will boost your motivation.
- 5. Remember why** – remember what motivates you in the first place and find a way to remind yourself about that at all times i.e. carrying a picture of your family or your dream car!
- 6. Create a personal development plan**



Do the best you  
can until you  
know better.

Then when you  
know better,  
**do better.**

Maya Angelou

### **What is a Personal Development Plan?**

A PDP refers specifically to your aspirations regarding your personal development and what you want to achieve.

Documenting your PDP allows you to set your own personal targets and to find the best way to achieve them.

# Why have a Personal Development Plan?

- » To provide a framework to identify your strengths and weaknesses and to establish a plan to develop your skills and capabilities.
- » Once you have identified which areas to develop, you will have a clearer picture of where you're heading in the next 5 years.
- » The plan will help you to visualise what you are doing and keep track of your achievements.
- » To be totally effective, it should be reviewed at regular intervals to ensure that it is always accurate, relevant and realistic.

# Writing your Personal Development Plan

To produce your Personal Development Plan, you need to consider...

- » **Where**  
am I now?
- » **Where**  
do I want to be?
- » **How**  
will I get there?
- » **When**  
do you plan to achieve your goal?
- » **How**  
will you measure whether your goal has been met?



# A template for your Personal Development Plan

	Skill	Current ability	Target ability	Development	Criteria to judge success	Time frame	Evidence
Goal #1							
Goal #2							
Goal #3							

# Time out

Regularly take time out to reflect on where you are now and where you want to be.

## 8 areas you could reflect on:

1. Relationship with boss
2. Relationship with colleagues
3. Sense of achievement
4. Compensation
5. Work-life balance
6. Family
7. What are your biggest lessons learned?
8. What is the biggest priority in your life right now?


## 3 CHANGES YOU CAN MAKE TODAY

To help you create a great personal development plan

**1** Take time to understand where you want to get to, then work out where you are and what you need to help you get there. Don't forget that personal development doesn't necessarily need to come from training courses, there are a whole host of other ways to support it. The key is to first establish where you want to be – it may not be as obvious as you first thought.

**2** Use all the resources available to you to help you progress. Sure, training courses are great for learning new skills but make time to read new books and relevant content as these are also a great way of learning. Don't be afraid to ask if you can learn from someone already doing the job, perhaps an opportunity to shadow someone for a day is an opportunity just waiting to happen.

**3** Share your ideas with people, you don't have all the answers and someone else may have a nugget of information or perspective that will open up a whole new world of learning. It may be that they have experienced similar challenges or can recommend a great book or training course to go on. Let people in on your aspirations and let them help you to get there.



A dedication to bettering  
yourself and consistently  
learning is a trait of  
happy people.

Learning and mastering new  
things will build your self esteem  
and help you feel like you are  
fulfilling your purpose.

**Go and achieve your goals!**

A person who  
never made a  
mistake never  
tried anything  
new.

Albert Einstein



About  
NineFeetTall



# About NineFeetTall

**NineFeetTall**  
are experts in  
business transformation

with proven experience of delivering  
complex change projects across  
multiple industries and sectors.

Each member of the team  
has a broad range of skills and  
knowledge brought together with  
a conviction and energy to deliver

measurable results  
for our clients.

# Contact us

We hope you have enjoyed our little book on this big subject.

Our services cover business analysis, project management, change management and PMO.

If you would like to discuss your requirements, please get in touch:

## CALL

01225 904 630

## EMAIL

[info@ninefeettall.com](mailto:info@ninefeettall.com)

## WEB

[www.ninefeettall.com](http://www.ninefeettall.com)

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