

# The paper chase

**Cutting back on paperwork**



A Video Arts production  
featuring Dawn French and  
Jennifer Saunders.

## The paper chase

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Cutting back on paperwork

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## Titles in this series:

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**Absence minded:** managing absenteeism

**An inside job:** meeting internal customer needs

**Building the perfect team:** Belbin's team role theory in action

**Can you spare a moment?:** counselling skills for managers

**Demanding customers:** customer care made perfect

**Does the team work?:** improving effectiveness through teamwork

**First among equals:** leading a team

**Going to a meeting, part 1:** messing up a meeting

**Going to a meeting, part 2:** meeting menaces

**How am I doing?:** the performance review

**How to lose customers without really trying:** keeping the customer satisfied

**I wasn't prepared for that:** overcoming the fear of making presentations

**I'd like a word with you:** the discipline interview

**If looks could kill:** the power of behaviour

**It's your choice:** selection skills for managers

**Meetings, bloody meetings:** making meetings more productive

**More bloody meetings:** the people side of meetings

**Negotiating - tying the knot:** a skill for life

**No complaints?:** complaints and the customer

**Not my type:** valuing diversity

**On the receiving end:** making call centres more effective

**Performance matters:** the importance of praise

**Performance matters:** the need for constructive criticism

**Performance review:** every manager's nightmare

**Performance review:** every appraisee's dream

**Project management:** leading a project team

**Report writing:** the art of writing a good report

**Selecting the perfect team:** utilising internal and external resources

**Sell it to me! parts 1 & 2:** essential skills for a salesperson

**Straight talking:** the art of assertiveness

**Talking to the team:** how to run a team meeting

**Team spirit?:** how to be an effective team member

**Telephone behaviour:** the rules of effective communication

**The balance sheet barrier:** the basics of business finance

**The best of motives, parts 1 & 2:** informing and involving

**The dreaded appraisal:** both sides of the appraisal interview

**The grapevine:** communicating in a world of change

**The helping hand:** coaching skills for managers

**The paper chase:** cutting back on paperwork

**The unorganised manager, parts 1 & 2:** damnation and salvation

**The unorganised manager, part 3:** divine intervention

**The ultimate change show:** managing change

**The ultimate stress show:** managing stress

**Who sold you this, then?:** effective after-sales service

**You'll soon get the hang of it:** the techniques of one-to-one training

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**OHP-1-OHP-9** Presentation 'slides'/OHPs\*

Certificate\*

\*Copies of these resources are available electronically on CD-ROM or DVD to allow you to customise them to your specific requirements and to print the required number of copies from the master for the sole purpose of the training envisaged by the programme, and not for any commercial purpose.

# Video-based training from Video Arts

Congratulations on choosing **The paper chase** from Video Arts to help develop the skills in your organisation. Video Arts is recognised as the world leader in video-based training, with over 30 years' experience in staff development. With more than 250 video, DVD and CD-ROM/on-line programmes covering all the essential skills of business, you can remain confident that training with Video Arts is the most effective way to improve the skillset of the people within your organisation.



A clear-desk policy is an efficient work policy.

## Why train?

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### **Train hard, fight easy - Marshal Zhukov**

These days, it is difficult for organisations to become successful and stay that way. The pace of change is faster, competition is tougher, customers are more demanding, innovation is more prized, but harder to achieve.

Part of the response has been to create leaner, flatter, more flexible structures, but structures don't run organisations and create success, people do - intelligent people, energetic people, reliable people and, most of all, people with the right mix of up-to-date knowledge and skills.

That means people who are trained, not for a lifetime's work, not just once in a while, but as a central, continuing part of their working lives.

## Why use video-based training?

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**Video is familiar.** Television is how most people find out what is going on in the world. It is not surprising that this is a medium they are comfortable to learn from when they are being trained.

**Video makes demonstration easy.** We can show situations being handled badly. We can contrast that with how to handle them well.

**Video is flexible.** It can be the cornerstone of a course run for a group by a specialist trainer. It can quickly provide simple, clear lessons for a team whenever it is convenient for them. It can bring interest and enlightenment to a self-study programme.

**Video injects realism.** It lets us present those being trained with emotional, as well as rational, problems to solve. Ask a group '*how would you deal with an angry customer?*' and you will get a tidy, textbook answer. Use video to confront them with an angry customer and you will get a much more realistic reaction.

**Video provides variety.** Different people learn in different ways and none of us have an infinite attention span. Video provides us with a powerful means of injecting variety into our training.

## Why use Video Arts' programmes?

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### **Winston Churchill once said that he loved to learn, but hated being taught.**

That is the secret of successful training: how to help people who want to learn. We do it by combining:

A storehouse of professional knowledge and expertise, developed over 25 years and drawing on some of the best minds in the business.

The highest possible production values, both in the videos we produce and in the support material that goes with them.

The magic ingredient - humour - which can make a delight of the dullest subject.

# Introduction

Everyone needs to be organised at work. Organising paperwork - in the filing cabinet, on the desk, in the personal organiser - is a key component in personal effectiveness and productivity. Being organised is a lifeskill, and everyone in the organisation will benefit from **The paper chase** training programme.

Predictions that the advent of the office computer would bring about the paperless office have turned out to be delusory: indeed, the computer has often generated more paperwork, not cut it down. In the US, businesses have over 300 billion pieces of paper on file. Around the world, over 2 billion business letters are posted every day. The UK government issues 36 forms each year for every man, woman and child in the country.

For an organisation to function effectively, its staff must handle and process this paper mountain efficiently and productively. Clutter is the enemy of productivity: a clear desk must be everyone's goal.

**The paper chase** training programme tells your staff how to achieve that clear desk.

## Objectives

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Those who work their way through the **The paper chase** training programme will be able to:

- Categorise their paperwork into four types:
  - Junk
  - Information
  - Action
  - Filing
- Prioritise their reading of information paperwork
- Classify and prioritise their action paperwork according to its urgency and its importance
- Set up and manage filing systems, bring-forward systems, diaries and to-do lists
- Devise and implement an Action plan to enable them to achieve and maintain a clear desk

## Using The paper chase

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- **Dual use.** The programme can be used either as a conventional training course with a small group, or for self-study by individuals. The pack contains guidance and appropriate materials for both uses
- **Resources on disk.** Most of the support materials, such as OHPs and the workbooks, are supplied on disk, either on CD-ROM or DVD depending on which version you have. This makes it easy to customise and allows you to print as many copies you need for group or individual use

## The target audience

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The programme is designed for people at any level in an organisation who handle paperwork. It is particularly suitable for:

- Line managers and supervisors
- Clerical and administrative staff
- Customer-service staff
- Financial staff
- Specialists, such as engineers and chemists

## The course leader

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You do not have to be a professional trainer to lead a group through the programme. Line managers will be able to deliver this course with confidence by using the materials and detailed guidance provided.

## Further resources

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Other titles available from Video Arts which will help you improve paperwork routine skills include:

- **Clear your desk! the definitive guide to conquering your paper workload - forever!** by Declan Treacey. Note: You only get a copy of this if you have bought **The paper chase**, rather than hired it. Exercises from the book which are used in this programme are reproduced in the guide
- **Making time: priorities, people and procedures at work** This Melrose programme focuses on three essential elements of time management - prioritising and planning, dealing with people and working procedures
- **One thing after another: getting organised** This is one of the Melrose Skills for a Flexible Workforce series. It shows a key team member who works hard but is poorly organised with the result that she ends up buried in work and failing to perform effectively. She learns some simple principles which help get her out of the mess she is in
- **The time manager's pocketbook** This is one of the hugely successful Management Pocketbook series
- **The unorganised manager, parts 1 and 2: damnation and salvation** In the first pair of videos in the 'Unorganised Manager' series St Peter, played by John Cleese, shows a manager, Richard Lewis, who is so badly organised that he has had a heart attack, how to be efficient by organising himself and delegating to members of his team

# What the pack contains

## **The paper chase video**

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**The paper chase** is a 25-minute video which demonstrates the importance of an organised approach to paperwork.

The video shows Delia Dalton, Central Services Co-ordinator, played by Dawn French. She is not only swamped, but drowning, in paperwork. She uses paperwork as a barrier to hide behind, and as an excuse for not getting things done. Her new boss, Joanna North, played by Jennifer Saunders, shows her how to use four simple steps to organise the clutter.

Delia's office contains a typical mixture of paperwork ranging from invoices to marketing graphs, from catalogues to budgets and management accounts. Unfortunately, as is often the case, much of this is simply junk.

Everyone needs to be organised at work. Organising paperwork is a key component in personal effectiveness and productivity. Being organised is a lifeskill, and everyone in the organisation will benefit from viewing the video.

## Course leader's guide

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- An outline of a half-day programme
- How to prepare the programme
- A detailed session plan. This tells the course leader precisely what to do and which resources to use in each session of the programme

## Group training workbook

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This workbook allows those taking part in a group training course to record the conclusions they reach during the various sessions and the actions they propose to take as a result of the course. The workbook is supplied on CD-ROM or DVD.

It also contains a copy of the course objectives and programme and a set of notes which summarise the main points from **The paper chase**.

## Self-study workbook

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This workbook, which is supplied on CD-ROM or DVD, contains detailed instructions which enable individuals to work systematically through the programme. Users are prompted to record their answers to questions about what they have seen and to produce an Action plan.

The workbook also contains a set of notes which summarise the main points from **The paper chase**.

## Links to NVQs

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Both workbooks contain a checklist of material, such as examples of 'to do' lists, which those who have taken part in the programme should collect to form a Portfolio of evidence which they can use to support a claim for competence in elements of NVQs.

## A book

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**Clear your desk** - the definitive guide to conquering your paper workload - forever! *by* Declan Treacey. **Note:** You only get a copy of this if you have bought **The paper chase**, rather than hired it. Exercises from the book that are used in this programme are reproduced in the guide.

## Presentation 'slides'/OHPs

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These are master copies supplied both in this manual and in Microsoft® PowerPoint® on computer disk for printing onto acetate or for use as a computer-driven 'slide' show.

## Certificate

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On the CD-ROM or DVD is a blank certificate which users can customise and issue to those who have completed the course based on **The paper chase**.

## Computer disks

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As explained above, the computer CD-ROM or DVD contain copies of:

- Objectives and programme (Microsoft® Word®)
- Group training workbook (Microsoft® Word®)
- Self-study workbook (Microsoft® Word®)
- Presentation 'slides'/OHPs (Microsoft® PowerPoint®)
- Certificate (Microsoft word )

(Microsoft®, Word® and PowerPoint® are registered trademarks of Microsoft Corporation.)

# Course leader's guide

Course programme

How to prepare the programme

**Session 1** Introduction

**Session 2** Facing up to the problems

**Session 3** The paper chase: how to clear your desk

**Session 4** The four steps

**Session 5** Action plan



# Course programme

**This is a suggested programme for a half-day course based on *The paper chase*.**

You may choose to incorporate additional sessions to cover key points specific to your organisation, or just take elements of the course and run a series of short sessions covering each aspect of ***The paper chase*** individually.

If you would like help in facilitating this course or in adapting it to your specific requirements, call Video Arts Training Services. An experienced training consultant can advise you or, for an agreed fee, design and run a course for you.

**Video Arts Training Services can be contacted on:**

Tel: 020 7400 4800

email: [info@videoarts.co.uk](mailto:info@videoarts.co.uk)

The programme overleaf is an outline of the course.

Each session is covered in detail later in the Course leader's guide.

By clearing the backlog, Delia, played by Dawn French, will be in a position to deal with her work effectively.



<b>Session no.</b>	<b>Session content</b>	<b>Approx. timing</b>
<b>Session 1</b>	<b>Introduction</b> <ul style="list-style-type: none"><li>• Welcome and housekeeping</li><li>• Objectives</li><li>• Structure of the course</li></ul>	<i>20 mins</i>
<b>Session 2</b>	<b>Facing up to the problems</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Exercise</li><li>• Discussion</li></ul>	<i>25 mins</i>
<b>Session 3</b>	<b>The paper chase: how to clear your desk</b> <ul style="list-style-type: none"><li>• Video excerpt</li><li>• Exercise and discussion</li></ul>	<i>45 mins</i>
<b>Break</b>		<i>15 mins</i>
<b>Session 4</b>	<b>The four steps</b> <ul style="list-style-type: none"><li>• Action plans</li><li>• Video excerpt</li><li>• Junk - exercise and discussion</li><li>• Information - exercise and discussion</li><li>• Action - exercise and discussion</li><li>• Filing - discussion</li></ul>	<i>2 hours</i>
<b>Session 5</b>	<b>Action</b> <ul style="list-style-type: none"><li>• Video excerpt</li><li>• Action plans</li><li>• Course summary</li></ul>	<i>15 mins</i>
<b>Total:</b>		<i>4 hours (including break)</i>