



Case Study: Raw Materials Manager

Company: Global Lingerie & Sportswear Manufacturer

Office Situation: Designated office

Service Provided: Telephone consultation  
with accompanied photo of office area.

Based in: Glasgow

### **What the client said**

This has been such a success for me. I was struggling with feeling very stressed out, unprepared and falling behind (there were so many negative feeling and worries) after getting the opportunity to work from home.

Everything was completely disorganised and I was feeling like I was winging it. That was not how I wanted to feel, as I was in control when I worked at the company's main office.

I want to thank you for assisting in organising my office space and for your support and encouragement that I was able to make this successful.

What can I say I feel so much better it all feels good.

S.G. Manager



## Overview Business Issues

The manager has been working in an office for several years and has just been allowed to change over to working from home. This has been an opportunity the client was negotiating with their employer for several months.

This is a fortunate situation where the manager was able to designate one room as their office which had the following issues.

- An unorganised mess of files, papers and folders
- Needing to combine all the products, files and information they had just brought home from the company office.
- Wasn't sure how they were going to adjust to working at home.
- Not able to get down to work because of a lack of space.

It was an exciting time for the manager to be allowed to work from home full time after several months on the cards. This needs to be a complete adjustment in their mental attitude so that they are able to still be successful from home. All the manager had done up to this point was to empty her desk at work and bring everything home. When we first talked she was stressed, worried and fearing failure

## Objectives

The manager needed to almost start from the beginning in organising the office. Up to this point they had used it for personal and studying purposes, so it needed to be redesigned for its new full time use.

We were aiming for

- A better layout for the desks, storage and computer equipment.
- What internal changes need to happen so the change over to working at home was successful.
- Get an overview to how the client uses the house as a whole and how she sees the office working.

The manager lived on their own so fortunately they only needed to make sure any of the changes they implemented would work for them.



## How I will do it

This was solely a telephone consultation with one photo of the office area.

We spent time looking at what working from home meant to the client how they thought was best to make sure they worked hard, completed everything the company required but didn't become a slave to the office. This was accomplished by looking at their habits, setting boundaries and creating good time management.

Once we focused on the physical environment it was important to find the best organising tools from folders, files, boxes and the bin. Also we looked at what lay-out they thought best for the office. The client had brought quite a bit of information and products home from the company office, some would be used daily and others would only be needed infrequently but still necessary to have.

We move onto discussing de-cluttering, sorting and organising.

The time was spent finding out solutions to any issues and problem they had. Most of the work was completed by the client in between the sessions.

There was time to start deciding on:

- What filing systems will be best.
- If all historical information from past project that were called upon infrequently needed to be in the office area or could be stored in another space in the house.
- How the client wants to structure their day.
- How to create the feeling of being in control.
- How best to use the space available.
- Making sure their vision of working from home could be accomplished.
- What strategies are needed to make sure the room stays organised and the client could maintains all the changes very simply.

There were great changed made quickly now that the manager had the chance to look at how this was all going to work. A few storage products needed to be purchased but most of what they needed was there, just not being used in the best way.



## **What they will get.**

Time management and dealing with working at home had been an adjustment. I am able to call upon the experience of past clients and their own particular issues, struggles and challenges. This enables me to find the best solution for the client in the quickest possible time.

Since the sessions were taken over the phone it was an excellent use of time management and an opportunity to focus without distractions. I have had a couple of year of training to gain the skills needed to be able to pinpoint clients needs, and use questions that will get straight to the issues. This enables the client to have the confidence and drive to implement changes for great success.

They are always able to contact me either by email or on the phone for a chat about something that isn't quite working, so that alternatives can be found

## **Overall strategy**

This was a huge change in the managers' working day. After going to the main office and working with colleges, to then be 2 minutes away from the home office. It is always top priority to create solutions perfect for the client I am working with and we are able to do this together by:

- Being willing to learn what is necessary to have success.
- Change anything that is not working.
- Adjust attitudes, opinions and furniture to a better way.
- Implement the changes.
- Improve on what had been working so far.

The manager had not had the opportunity to seriously look at how they were going to function with the new working environment or even set to office up correctly and this was already effecting how they felt or were performing.

Some of the solutions needed to be quick and easy to implement allowing the space and time to make the rest of the necessary changes.



## **Aims for getting organised**

This was a hard worked for opportunity that the manager wanted to make sure was a success. The following were just a few of the main reasons.

- Needed to set the office space up correctly as it was now going to be used everyday (9-5).
- Wanted to make sure the opportunity of working from home was a long term change.
- To be more efficient.
- Reducing stress and the feeling of falling behind
- Have a plan and timetable in place so that at the end of the day the office door can be closed and the manager can have a healthy work/life balance.

## **Results**

Even after the first session the manager was able to follow through with some of the ideas for a quick change. They were to de-clutter, move furniture around slightly, get more envelop folders, boxes and throw out anything no longer needed.

The results were:

- Feeling so much better.
- Efficient use of space....Had the space for what she needed to hand and create a storage area for infrequently used stock.
- Was able to complete work slightly a head of schedule (much to the satisfaction of the company).
- Due to changes in mindset, organising the day differently and no longer commuting was able to start their further education.
- Reduce stress.
- Implemented changes in other area of the house which were more efficient and created space.
- Feeling happy, motivated and focused.

The change over to working from home had started of badly as the client didn't know where to start or how to attack what needed to be done. Now with the office organise the manager is enjoying what they hoped working at home would be like.

