

ROADMAP TO REPLACE YOURSELF



3 QUICK TIPS

1. Use LastPass for managing passwords

LASTPASS

→

⌵

📄

👤¹

🛡️ 44%

🔗


📁

⚙️

⋮

LastPass⋮

🔍 search my vault

 **tim@timothyfrancis.com**
Enterprise Admin

Sites

⌵


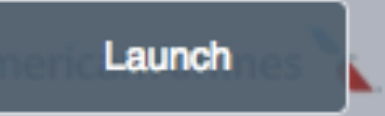










🔍

🗪

☰

Sort By: Folder (a-z) ▾

(Accepted Share Offers) (27) ▾



<input type="checkbox"/>		Admin - GreatAssistant admin@greatassistant.com	Last used 1 week ago	
<input type="checkbox"/>	<div><div>Launch</div></div>	American Airlines timfrancis007	Last used Never	<div></div>
<input type="checkbox"/>		Business Valuation Guide jasonthegenie@gmail.com	Last used Never	
<input type="checkbox"/>		Capilano - Akismet dale.francis@capilanotrucktraining.com	Last used Never	
<input type="checkbox"/>		Capilano - Google GMail / Adwords / Analytics captrucktraining@gmail.com	Last used Never	
<input type="checkbox"/>		checkappointments.com - Vergie Fitness timfrancis	Last used Never	
<input type="checkbox"/>		CloudFlare.com tim@timothyfrancis.com	Last used Never	
<input type="checkbox"/>		Create Online Courses WP setup - coursecats.com jimmiejayes@gmail.com	Last used Never	
<input type="checkbox"/>		createawesomeonlinecourses.com jimmiejayes@gmail.com	Last used Never	


+


3 QUICK TIPS


1. Use LastPass for managing passwords
2. No email for team communication (use Convo / Slack)


CONVO


 Profit Factory 

 **My feed**


 Mentions

 Starred


 Drafts


 Integrations


See more...


GROUPS 


PRIVATE

 Billing

 Scheduling


 TF & SC - Agenda


 Admin


 Thank You Cards


See more...



PUBLIC




 Great Assistant



 Profit Factory


 Everyone

 The 80/20 Summit (Oct 2016)

Search  

 Upgrade   20+

 Put a smile on your team's face. Share a GIF. 

 Sarah Campbell



To Me, Sarah Campbell, +2 more • Tue

Groceries for Utah



Hey Tim - I am going to order groceries for you for Utah. Will you have anything left over from Austin? Protein Powder, bars, almonds, chia?


Comment • Like #skillz

8 comments


  @Tim Francis Tim, just an FYI - your groceries have been ordered from Park City's Whole Foods. Your Travel plans and calendar have all the details, but here are the details once again! Your groceries will be available any time after 9 am at the front desk at Whole Foods in Park City. Address: 1748 Redstone... [more](#)

Courtney Thomas • replied Fri • [Reply](#) • [Like](#) • [View thread](#)

  @Courtney Thomas - everything went perfectly, thank you!!

Tim Francis • replied 19h • [Reply](#) • [Like](#) •  2 • [View thread](#)

Add a comment...

 Sarah Campbell

To Me, Sarah Campbell • Wed

Opt-In for Kim Butler

Tim,

Pete already had a page created for the 100 tasks opt-in. There was also a campaign already created with follow-up emails. Can we just use that instead of re-creating everything?

Invite your teammates







or

Get your company's exclusive invite link. Your teammates can use this link to sign up to Convo.

Invite via email or chat

Integrate with other apps




Use other apps? Get real time updates sent to Convo.


Add an integration

Take Convo everywhere

Install Convo to stay connected on the go. Get notifications, review documents, and send messages.

Get apps



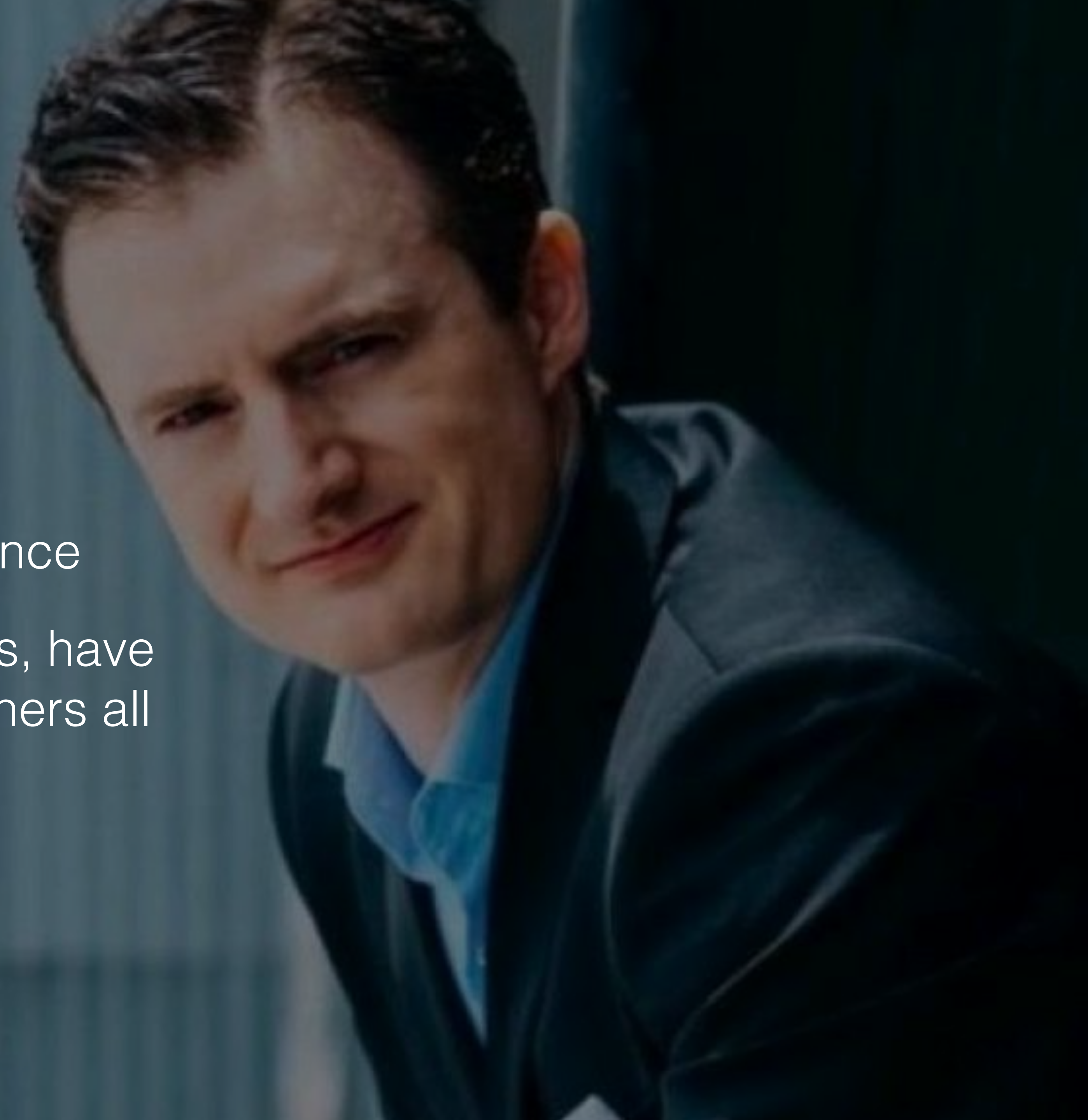
3 QUICK TIPS

1. Use LastPass for managing passwords
2. No email for team communication (use Convo / Slack)
3. Fair rate for new N.American VA is \$15 - \$20/hr

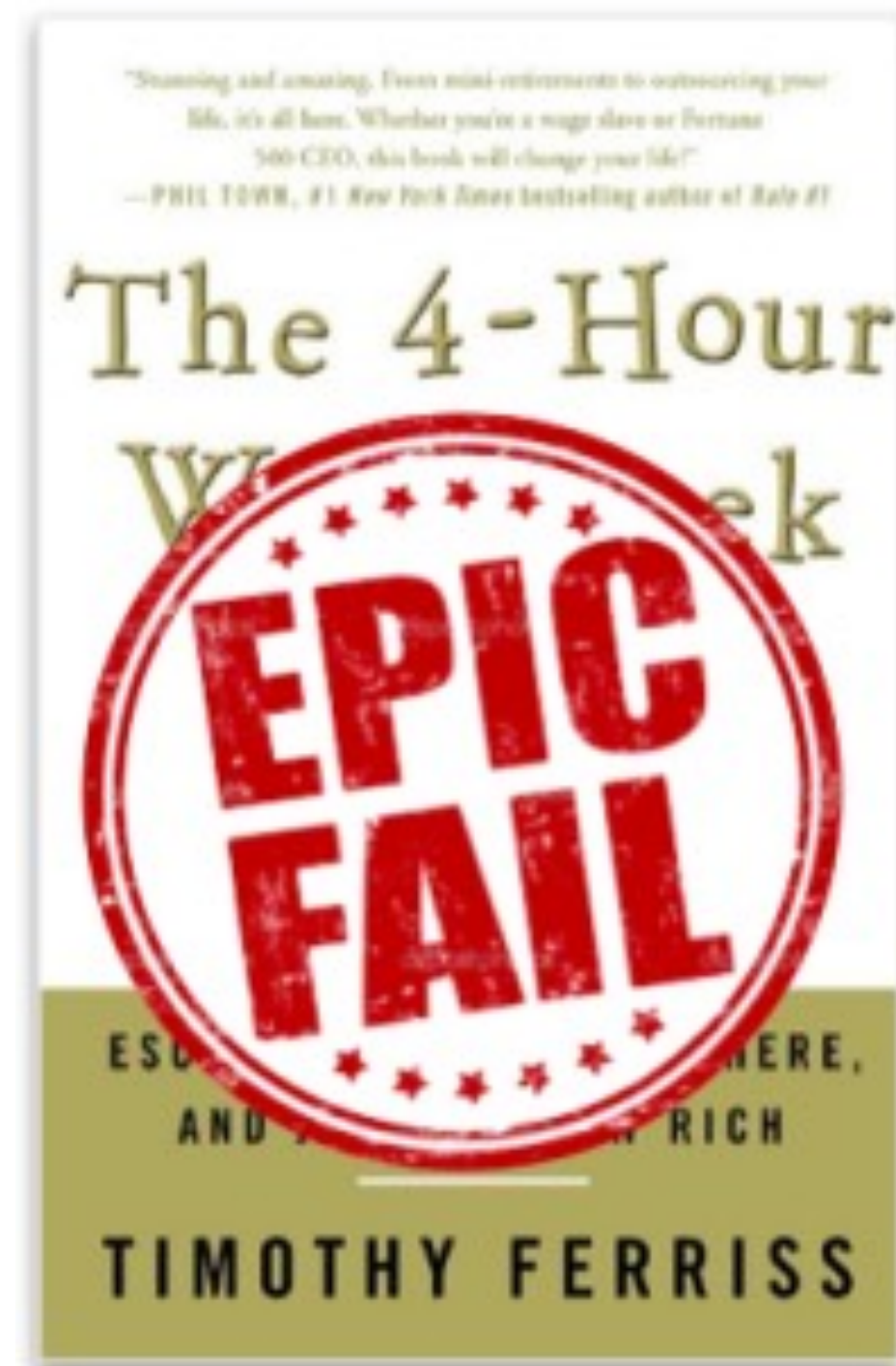
THANK YOU!

TIM FRANCIS

- Austin, TX
- Profit Factory: Operations & Finance
- Great Assistant: Over last 2 years, have helped 95 virtual business owners all get a N.American Assistant



2008: LOST \$10K ATTEMPTING 4HWW



- Indian Assistant (corruption!)
- I was poor at delegating

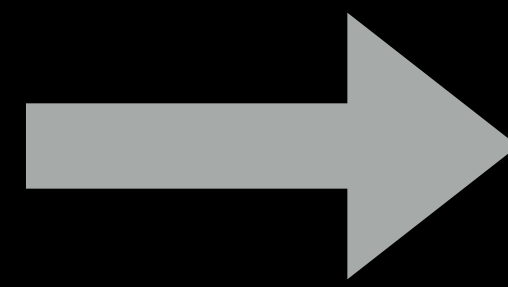


“
Courage is being scared
to death but saddling up
anyway.”

LONG DARK ROAD

- Lost \$100,000 in Real Estate
- Lost \$20,000 to “Mentor”
- “Mentor” a leader of \$12M pseudo-Ponzi scheme

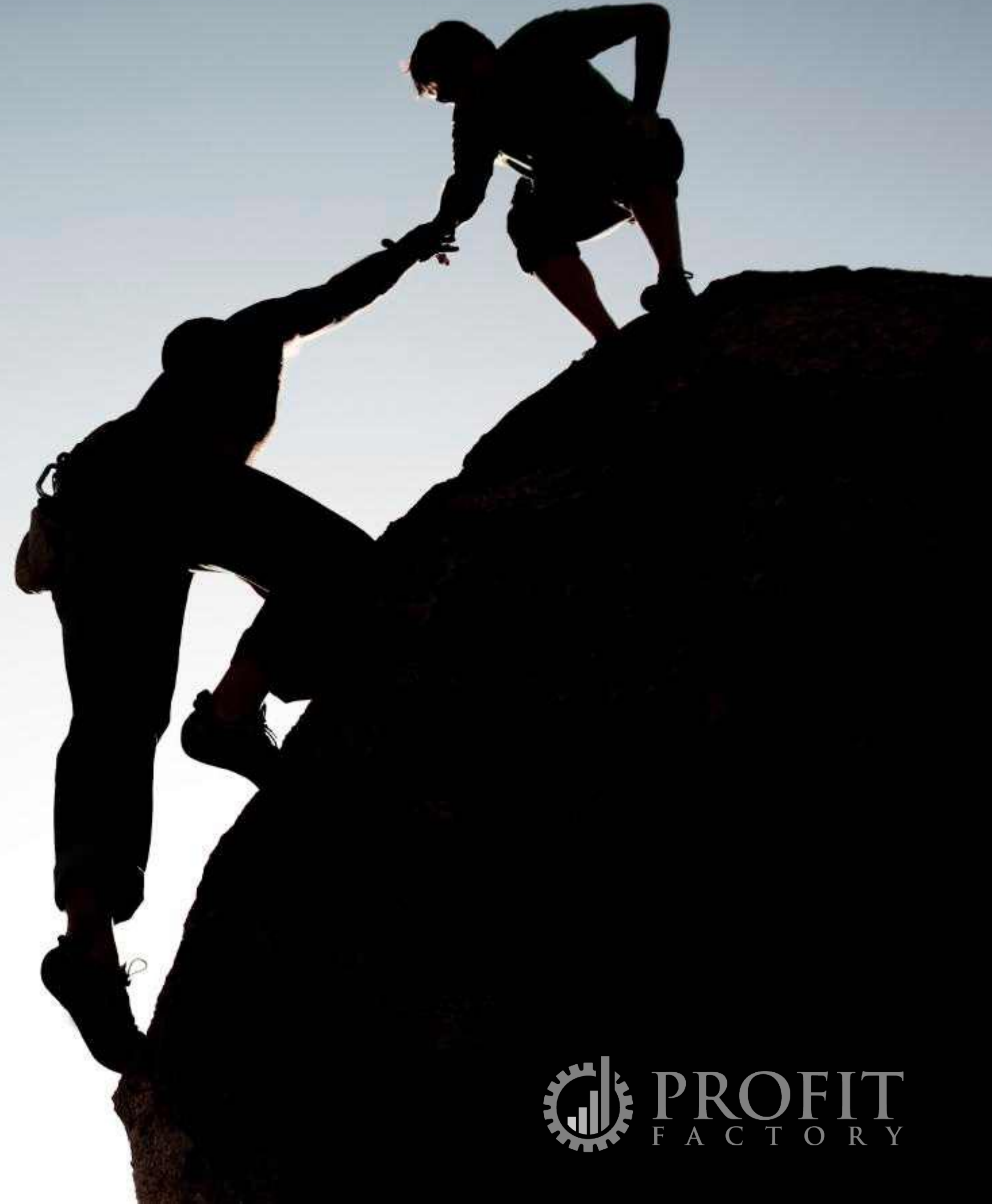
2011: CRIPPLING ILLNESS





“ALL YOUR GREATEST
SUCCESSES WILL COME
THROUGH OTHER PEOPLE”

- \$114M MENTOR



HIRING & COACHING

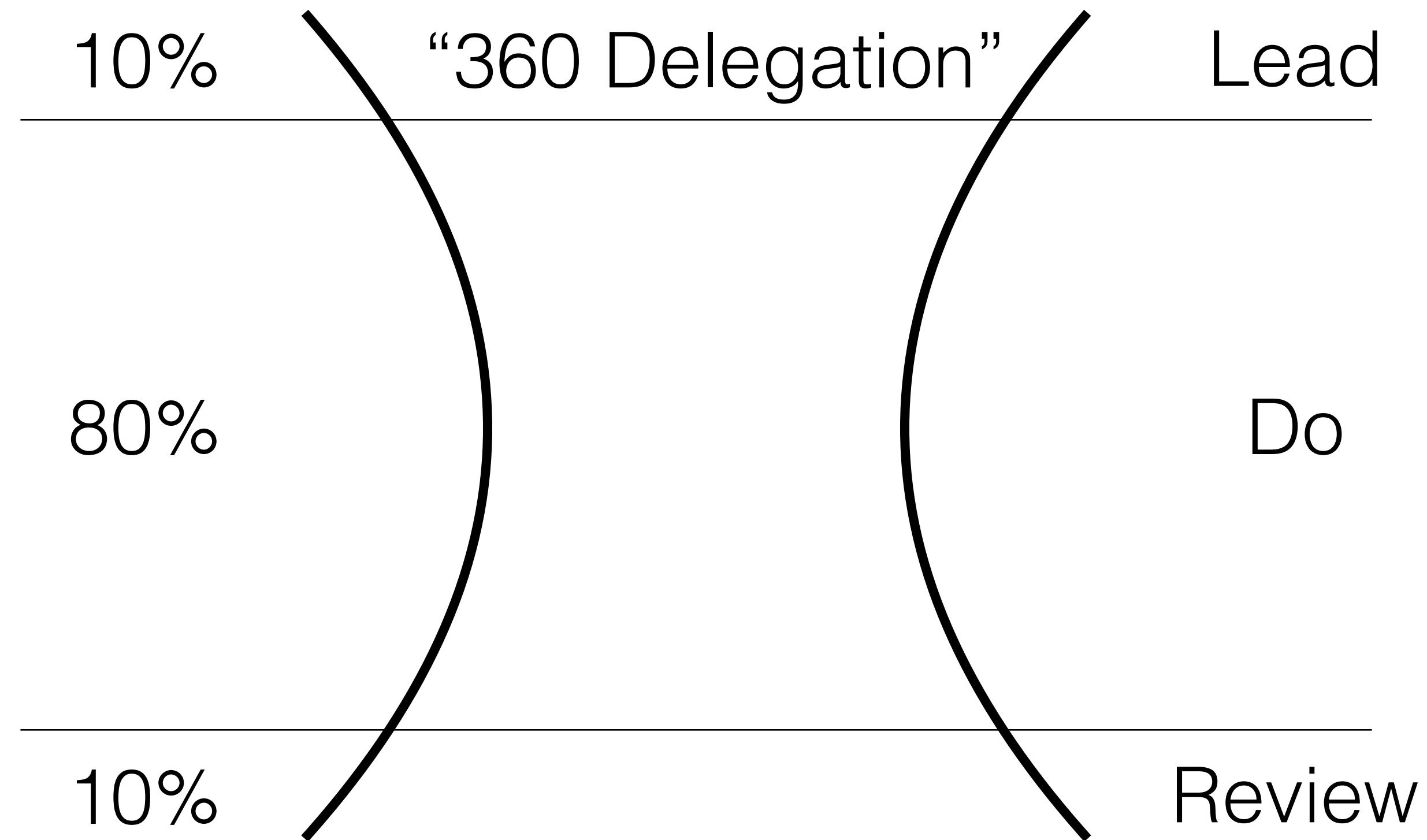


GRADUATE

From Lottery Mindset to “Craftsman”

From Doing the Work to Leading the Work

HOURGLASS LEADERSHIP



Thank-you Mike Rhodes!

2013: MY GREAT ASSISTANT



- Sarah, a stay-at-home mom
- Lives in San Diego
- Formerly a legal assistant

SINCE SARAH...

- Gone from charging \$40/hr - \$1,000/hr+
- 80 hour workweeks down to 50
- 100% vacations: no phone, no email.
- Time, energy, money to launch second business, pursue new opportunities

NOT LEGAL OR FINANCIAL ADVICE

- Check with your lawyer(s), accountant(s), and other professionals where appropriate

YOUR TURN

WHAT'S YOUR #1 QUESTION OR
FRUSTRATION WITH DELEGATION?

  **Jaime Masters** ► **Millionaire Masters - Group 2** 
Yesterday at 9:53 AM • 

Yesterday at 3:53 PM • Like • Reply



Venu Sanz

My first frustration is communication. Sometimes i do the tasks myself because i think it takes less time doing so than having to write a huge email with step by step instructions and a vídeo. Sometimes i think it'd be way easier if i worked phisically with the person instead of virtually....

I guess what i need most is a super fast way to communicate tasks without having to record a video, upload it to vimeo, write the huge email...etc. (Like...is there a fast audio format to communicate tasks?). I would love audio but sometimes I don't wanna use WhatsApp, 1st because I'm afraid the audio gets lost, and 2nd because I don't want to bother my stuff through WhatsApp (which I consider to be a more personal app than a professional app).

We have all the systems and proccess in place, but there are times that i have to do stuff that is not in the systems because it's completely new...

Yesterday at 11:34 PM • Edited • Like • Reply



Write a comment...



Post



Jaime's Post



(he's writing it this weekend - so while I know it's a holiday week - posting sooner is better! :)



Like



Comment

Be the first person to like this.



Jason Cannon

Here's one: spot-checking on-going work to find out that it has been completed incorrectly. If the procedure had been followed as written, there would not have been an error. I live in fear that important tasks that I've delegated --- even when reported as successfully completed --- are not correct. Then I spend time double-checking work or, worse, cleaning up the mess due to procedures not being followed or people not paying attention to details.

6 hours ago • Like • Reply



Leah Fisch

Even though I know it's time well spent it sometimes feels more complicated to teach someone how to do something compared to doing it myself

1 hour ago • Like • Reply •  1



Write a reply...



Write a comment...



Post



Jaime's Post

Tim Francis wants to tailor his talk to exactly what you want... SO - please answer in as much detail as you can so he can tell where you are so he can make it as fruitful as possible!

(he's writing it this weekend - so while I know it's a holiday week - posting sooner is better! :)

Like

Comment

Be the first person to like this.

Bill Widmer

My #1 frustration is figuring out how to get the people I delegate tasks to to understand nuances of what I need without telling them about it after the fact.

For example, if I have my writer write a piece, and I need her to avoid linking to competitors while also adding internal links to the client's site, naming images according to our target keywords, and certain formatting intricacies.

I guess for that example, I need some kind of checklist or guidelines, but that's just one example. :)

1 hour ago · Like · Reply

Write a reply...

Write a comment...

GIF

Post

1

1

Verizon 7:25 AM

Search

3 Comments

Like

Comment

Erion Shehaj

1. When I've delegated, one of the principal challenges I've run into is that Clients who are used to dealing with me, still want to keep dealing with me. So even though the assistant reaches out and tries to resolve an issue, clients either ignore or circle back to me. That's makes the job of the assistant much harder and it makes them feel "less than". How do you keep this from happening?

2. What's the best way to setup REPORTING? More specifically, I've found that when delegating, I keep checking the Assistant's work constantly which is counter productive. Is there a better way to set expectations and establish a reporting system whereby they report to you periodically?

3. I've found that even though we have systems and procedures in place on how to do pretty much everything, assistants are very resistant to using the SOPs. Either they use them for a while and then stop using and working from memory or they use them too much by obsessing over every step which slows things down. What's the best way to arrange things where assistants follow your systems?

Write a comment...

1

MOST COMMON FRUSTRATIONS

1. Trust and Control
2. Time to Train
3. Time to Manage & Fix
4. What to Delegate?
5. Best tools & rhythms?
6. Clients expect ME

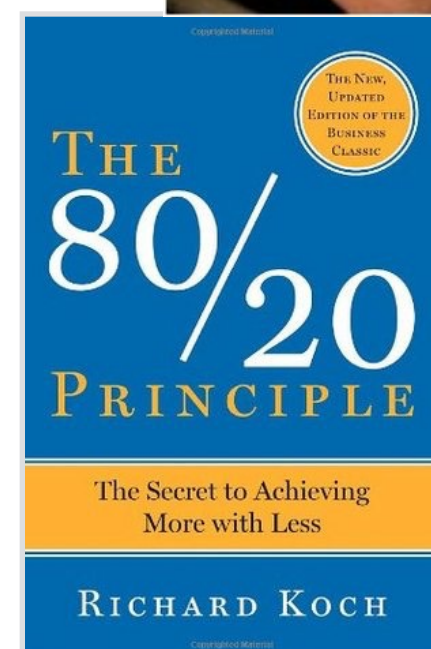
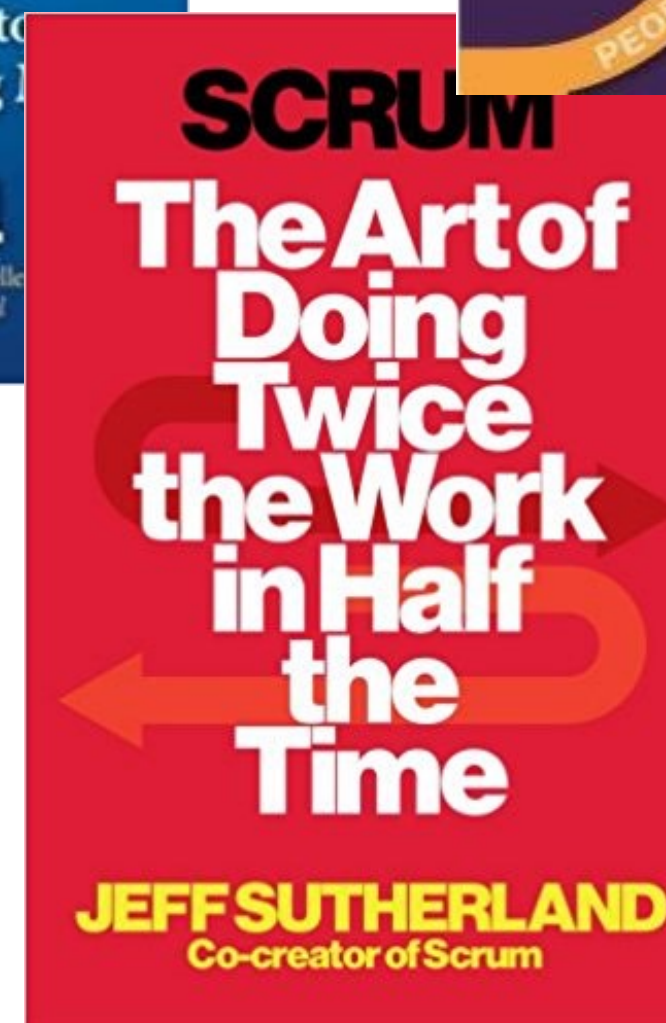
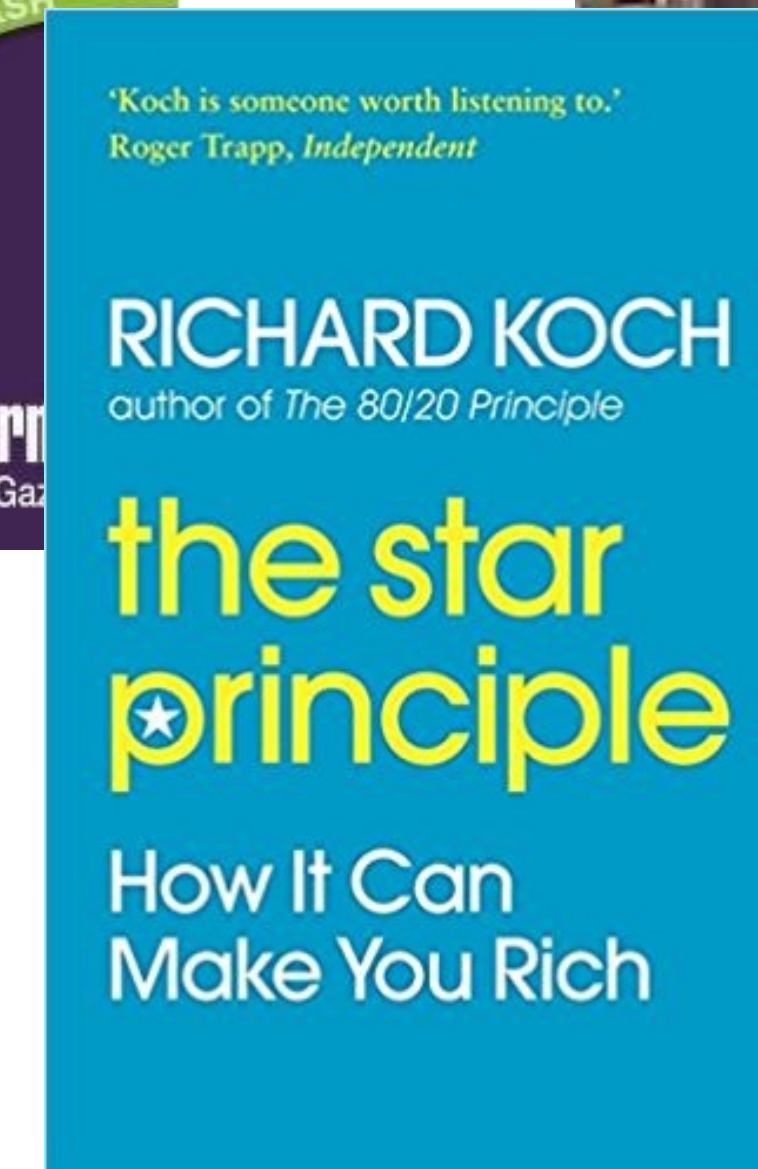
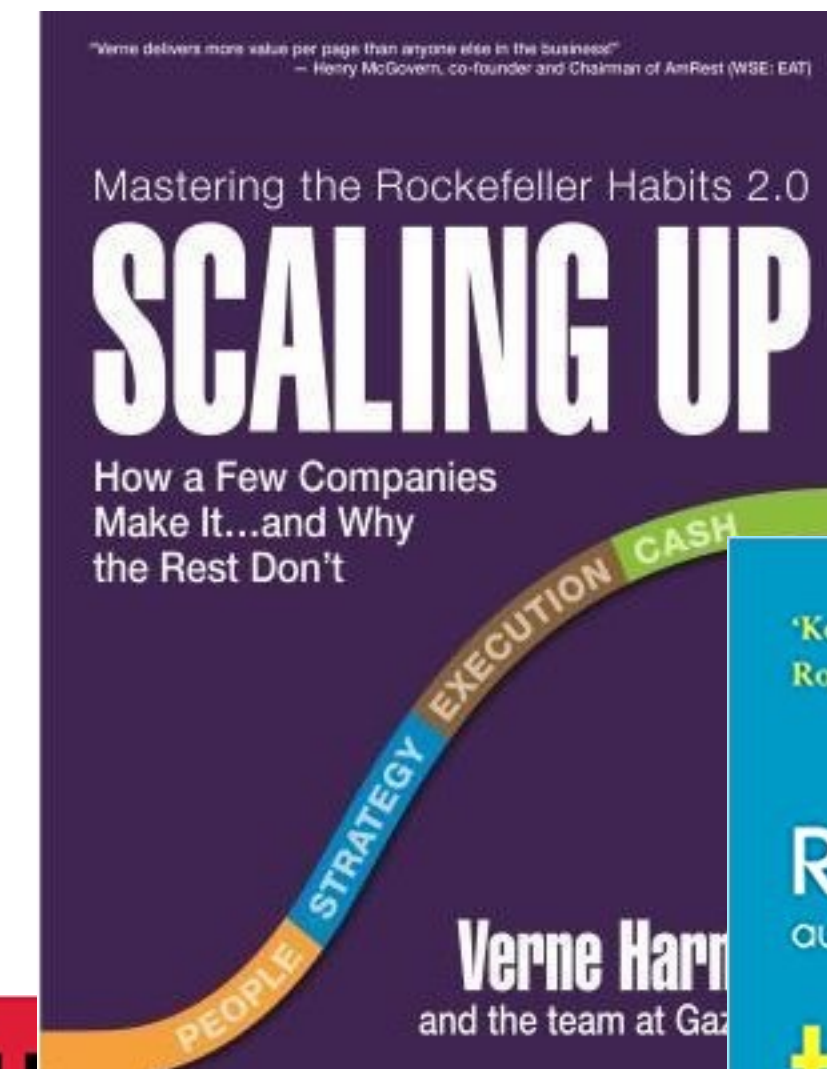
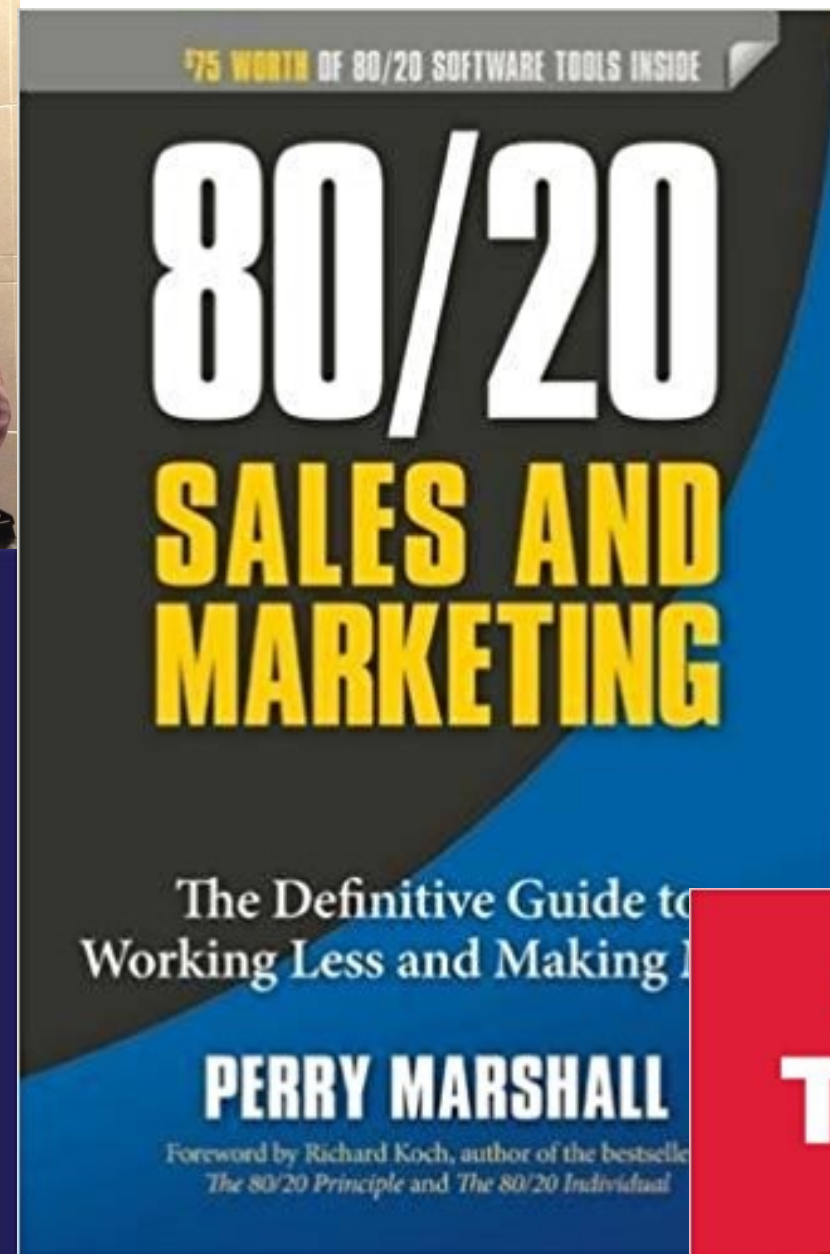
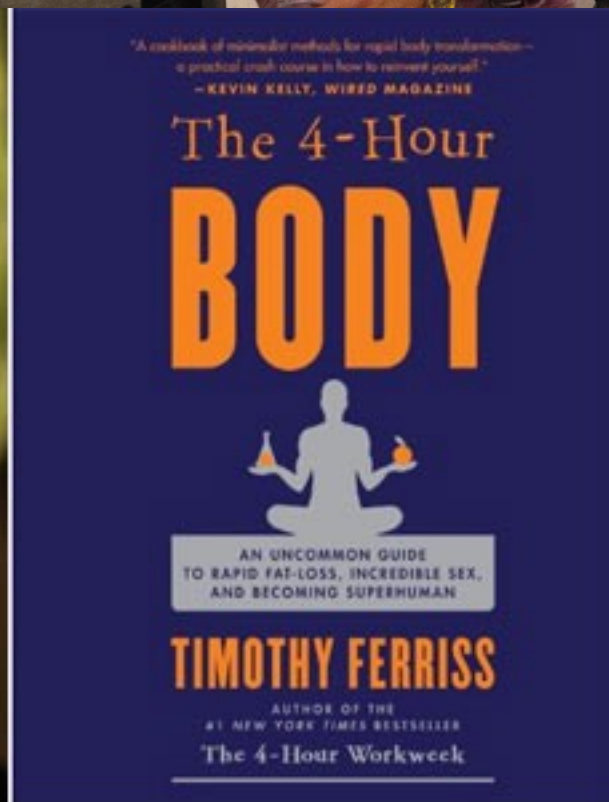
ROADMAP TO REPLACE YOURSELF

- Right Tasks
- Right Order
- Right People
- Right Tools
- Right Accountability
- Right Expectations

BY THE END OF TODAY'S SESSION

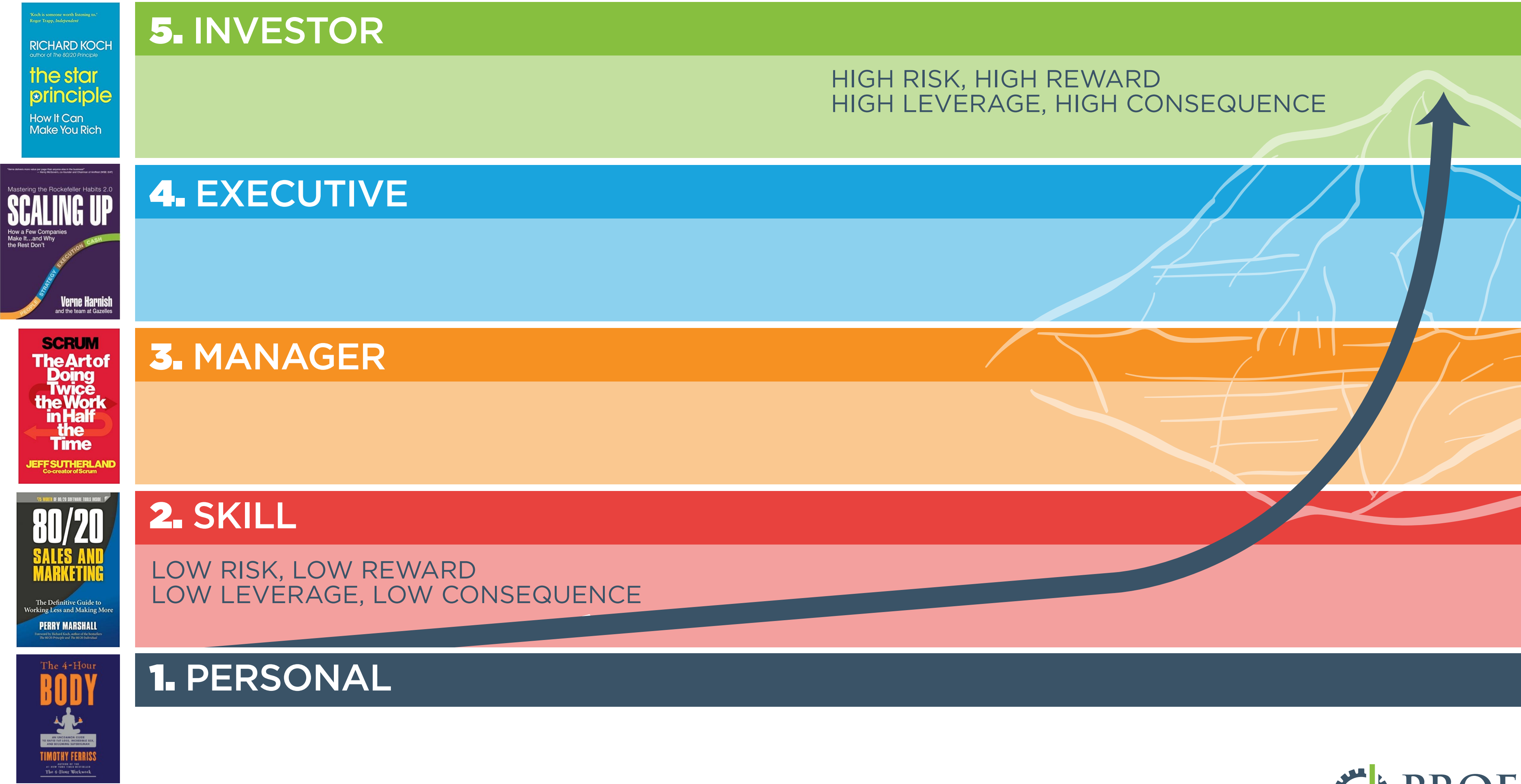
1. You'll find an extra 10+ hours per week
2. You'll see the \$100/hr - \$10,000/hr opportunities
3. You'll understand the right mindset for new freedom
4. You'll have a toolkit for “permanent” delegation

80/20 - How Does It Fit?



5 LEVELS OF 80/20SM

By Tim Francis



5 LEVELS OF 80/20SM

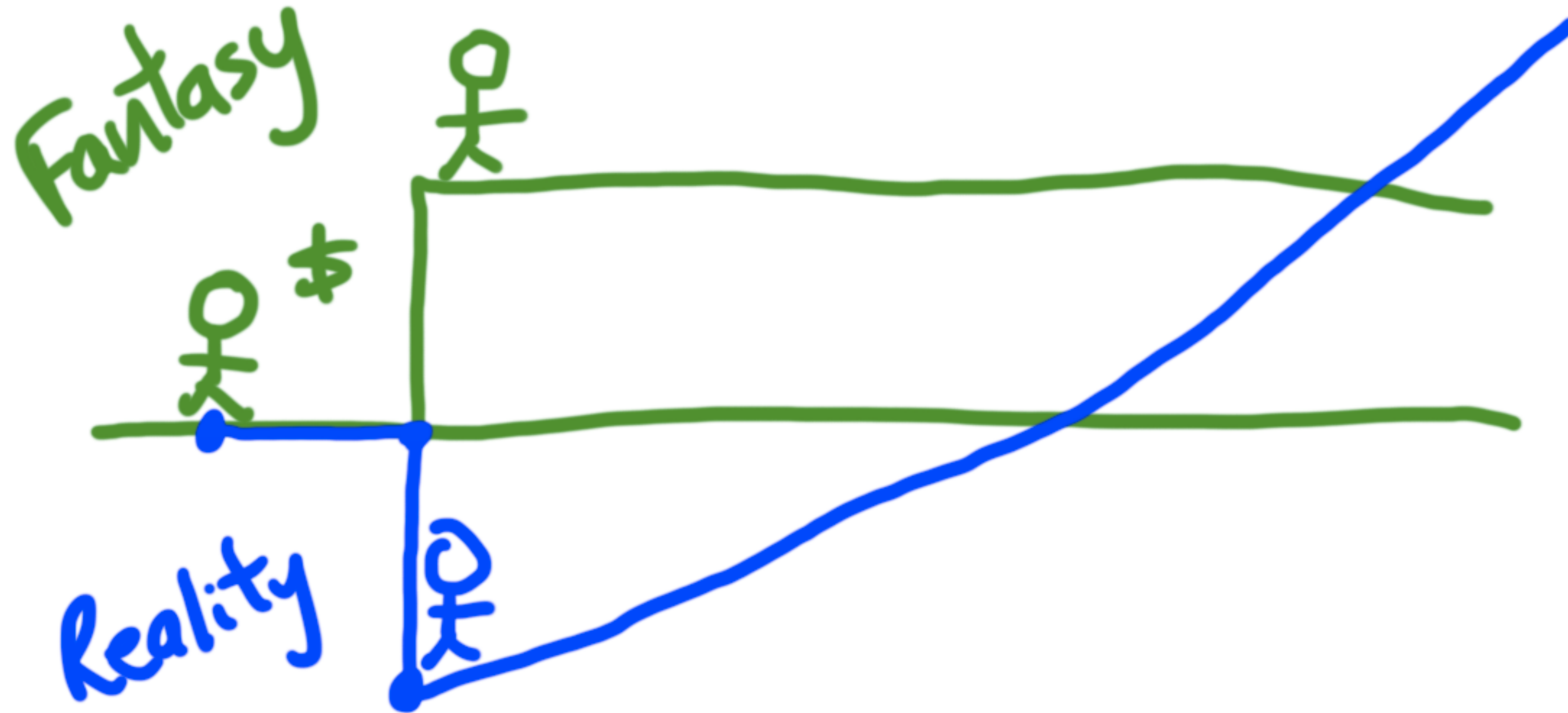
By Tim Francis

ABILITY	QUESTIONS	NUMBERS	TOOLS
5. INVESTOR			
4. EXECUTIVE			
3. MANAGER			
2. SKILL			
1. PERSONAL			

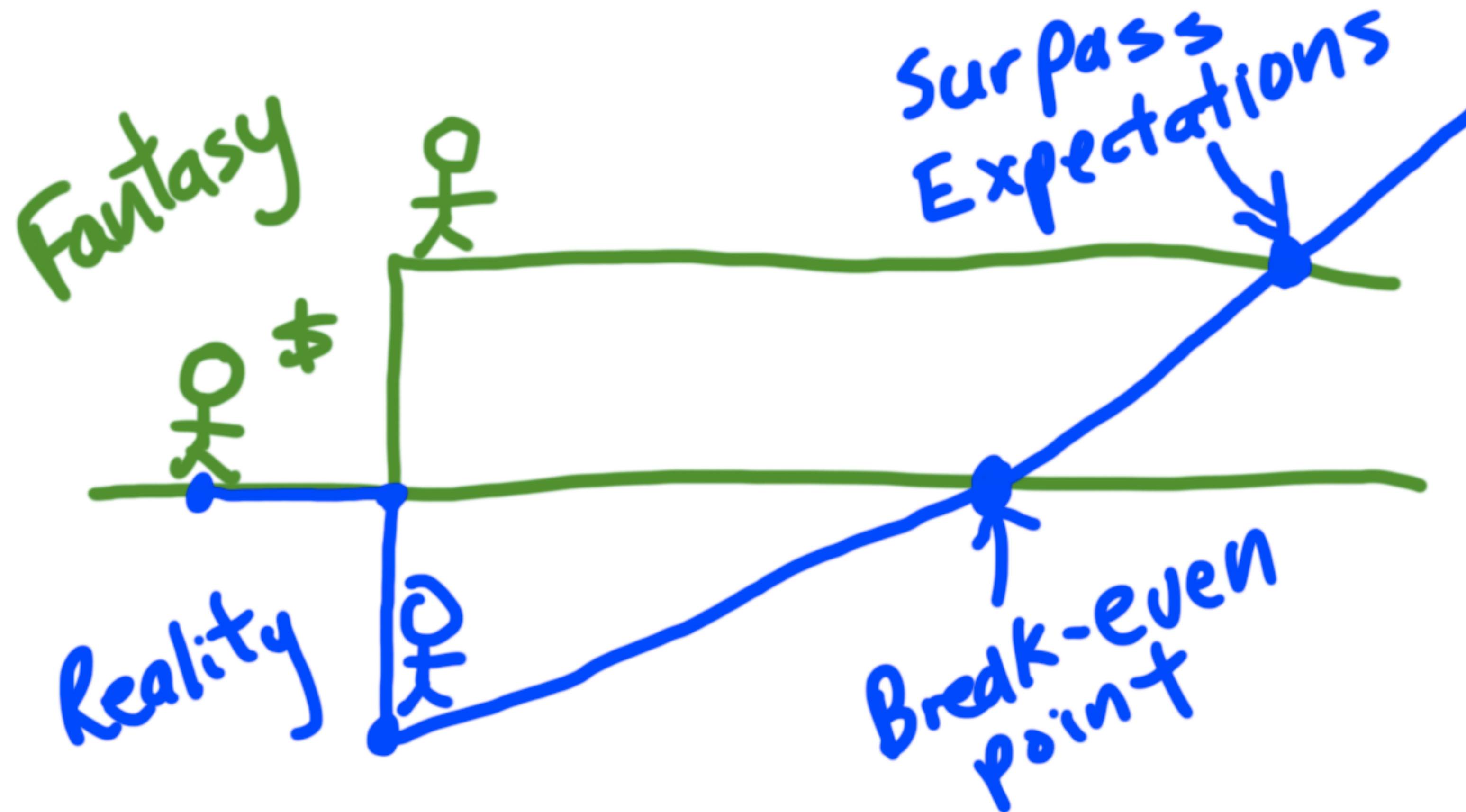
FANTASY



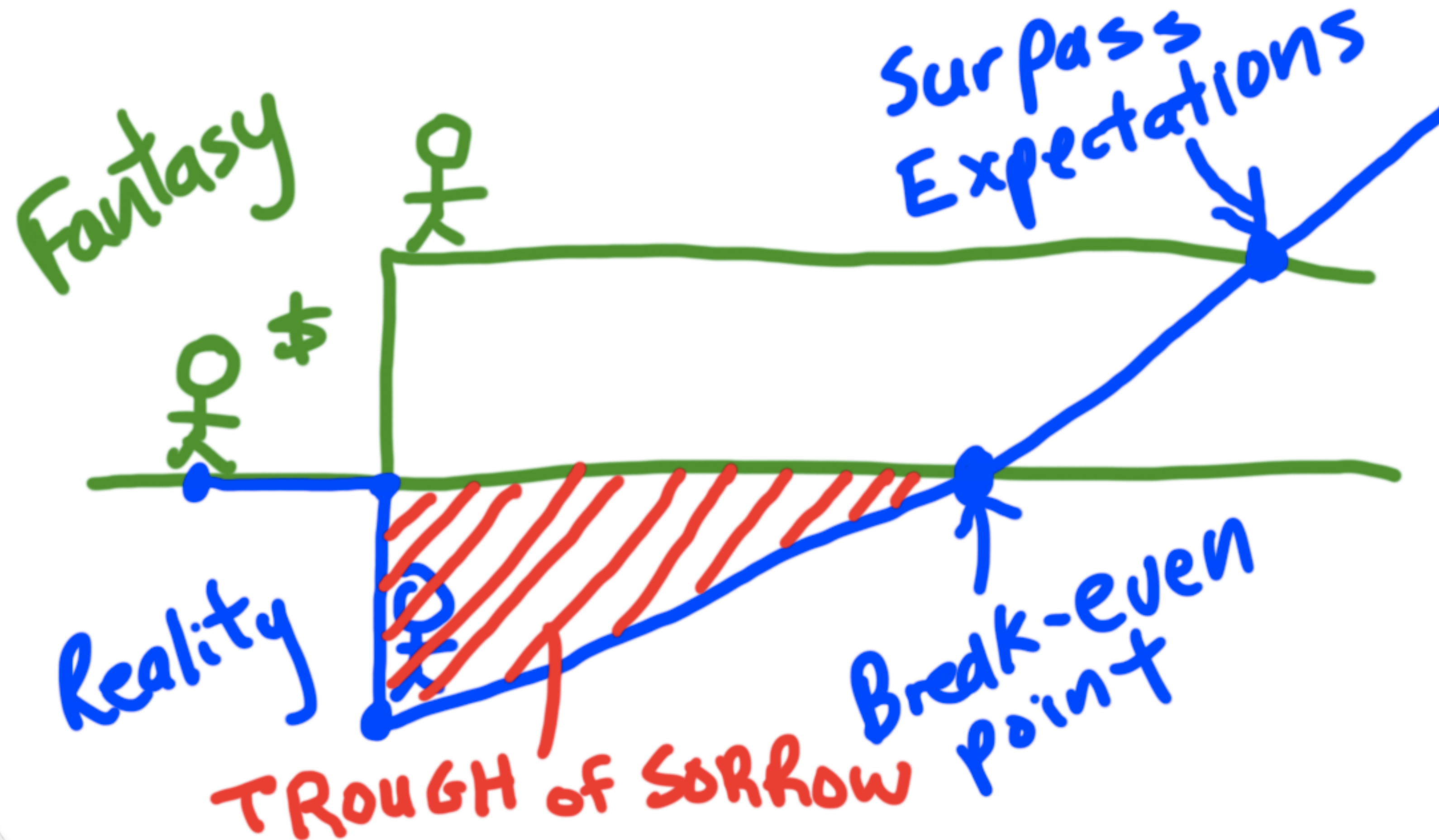
REALITY



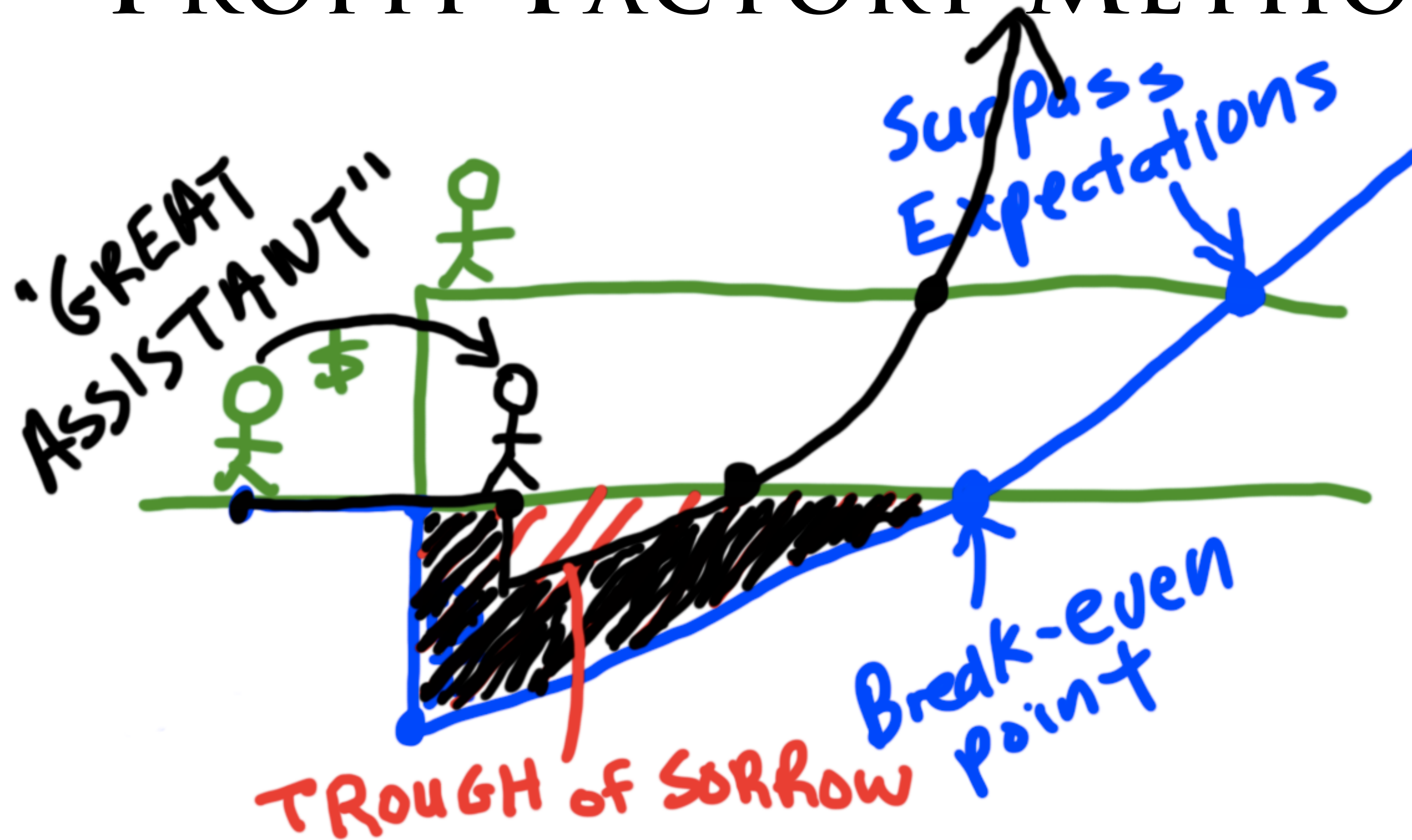
GOOD NEWS & BAD NEWS



TROUGH OF SORROW



PROFIT FACTORY METHOD



THE 80/20 RULE



CLIMB THE 80/20 CURVE

Client Care	Updating Websites	Events: Fr. Desk. Reg.	Create reports for clients	Speaking
Email Inbox	Uploading to YouTube	Events: Setup Room	Embed Vids, Forms, Pixels	Networking
Scheduling	Uploading to iTunes	Events: Book Video Guy	Writing Procedures	Consulting
IS: Setup Email Brdcast	Setup Webinars	Events: Direct Mail Mktg	Filing Receipts	Financials
IS: Processing CCs	Domains, Hosting	Events: Text Msg Mktg	Coord. Dinner Parties	80/20 Time
IS: Creating Invoices	Events: Book Hotel	Events: meetup.com	Upload to M	Mentors

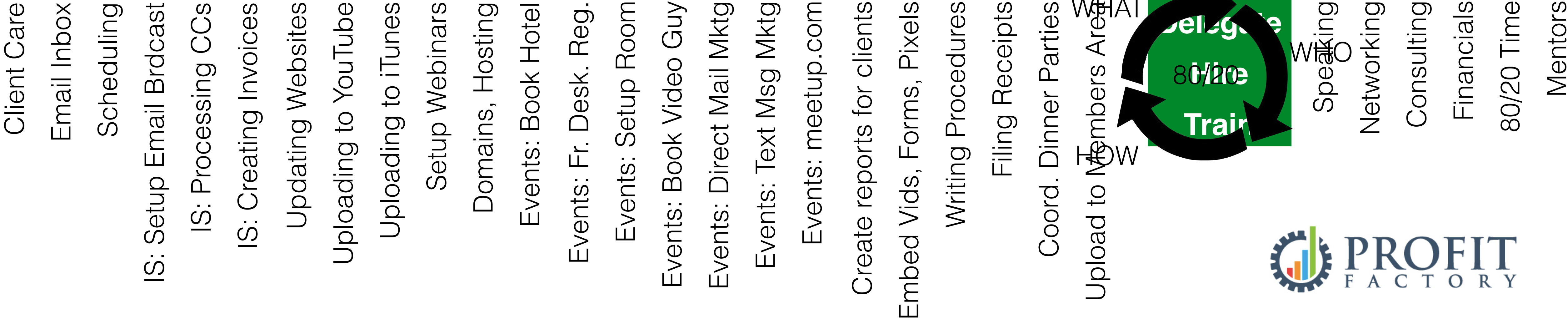
Delegate

Hire

Train

CLIMB THE 80/20 CURVE

“Climb Cycle”



TASKS YOU CAN DELEGATE

Operations

- Email Inbox
- Scheduling
- Travel Planning
- Invoicing Clients

Marketing

- Upload podcasts, blog posts
- Infusion: Add contact
- Infusion: Send email broadcast
- Book guests for interviews

Sales

- Booking sales meetings
- Reminder calls pre-meeting
- Pre-meeting prep notes
- Post-meeting mental download

“100+ TASKS YOU CAN DELEGATE”

WWW.PROFITFACTORY.COM/
100TASKS/

YOUR TURN

IF YOU HAD AN EXTRA 10 HRS / WEEK:

PART 1: WHAT WOULD YOU
START - PERSONAL?

IF YOU HAD AN EXTRA 10 HRS / WEEK:

PART 2: WHAT WOULD YOU
START - BUSINESS?

IF YOU HAD AN EXTRA 10 HRS / WEEK:

PART 3: WHAT TASKS COULD
YOU DELEGATE?



OPPORTUNITY COST

Every time you say YES to lower level task,
you're saying NO to higher level task.

“Hell is meeting the man I
could have been, living the
life I could have lived.”

- *Unknown*



Often Entrepreneurs die death
by a thousand paper cuts!



THE 22 MINUTE CHALLENGE

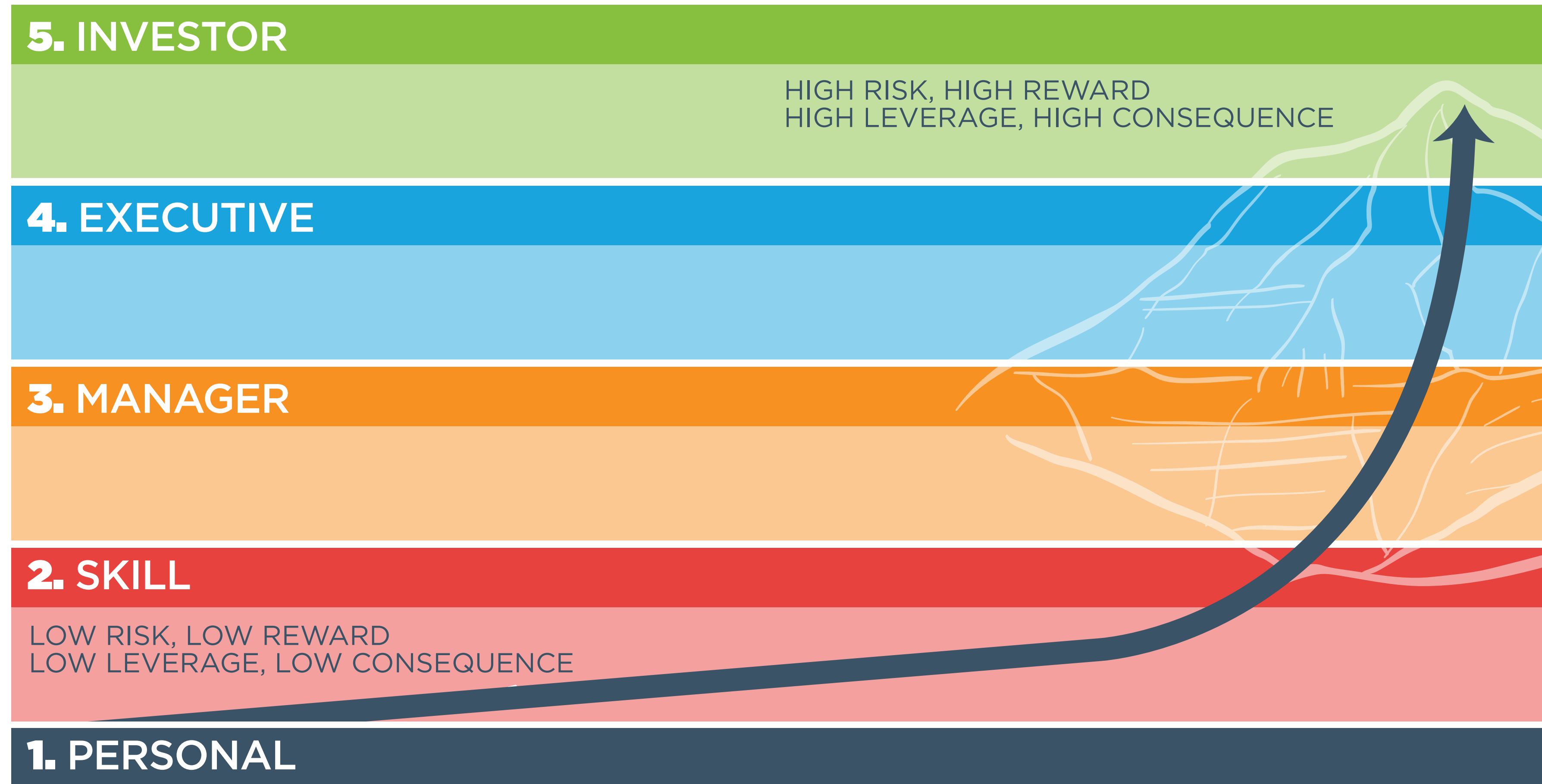
Delegate 22 minutes / day = One free day per month

- Full Day of Rest
- Long Weekend for Vacation
- Full Family Day
- Full Day of Deep Work

ROADMAP TO REPLACE YOURSELF

5 LEVELS OF 80/20SM

By Tim Francis



THE MAGIC MATRIXSM

By Tim Francis

Strategy

High-level Skills & Access

Maintenance & Reporting

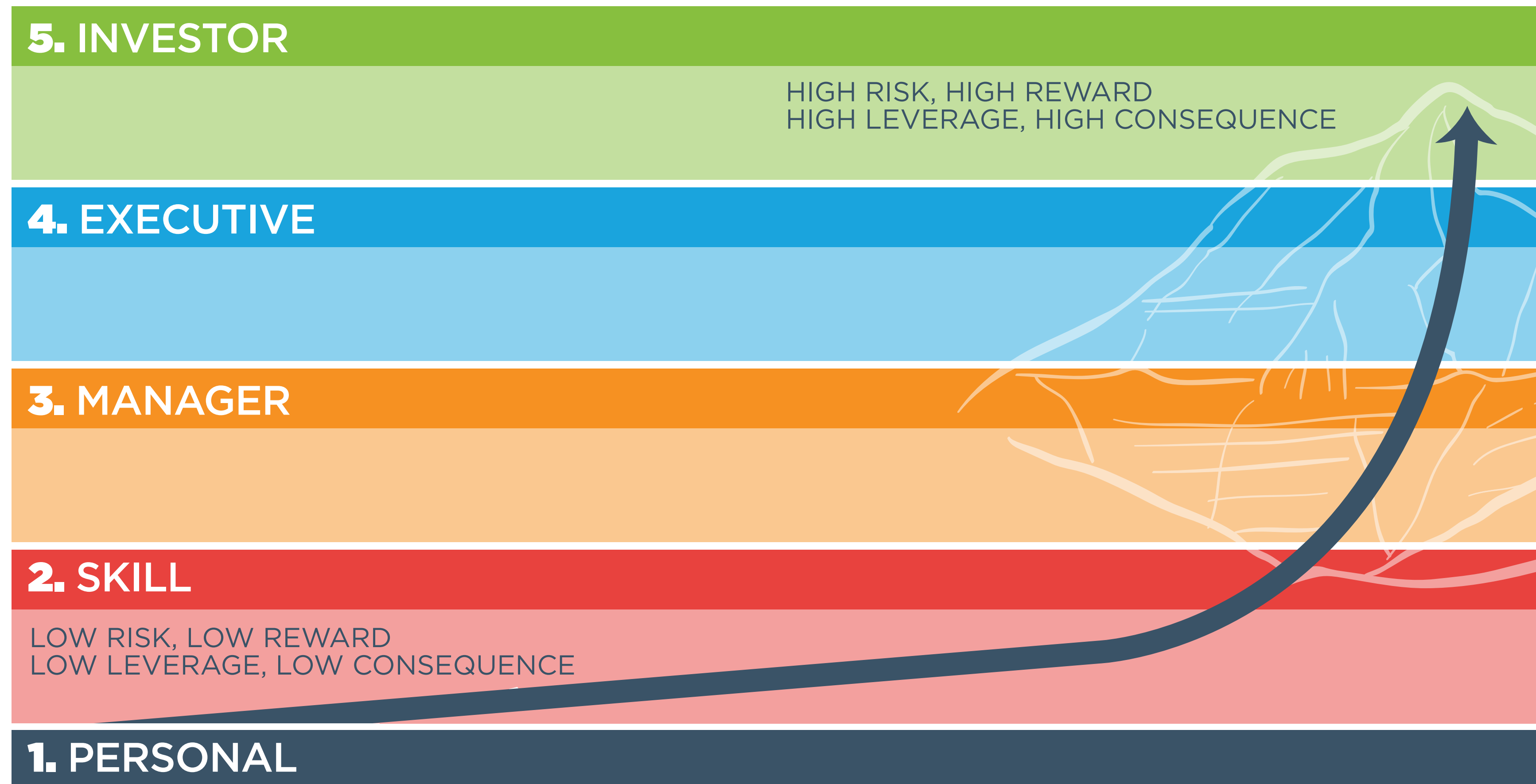
Set-up & Coordination

*Customer
& Tech Support*

Common Skills

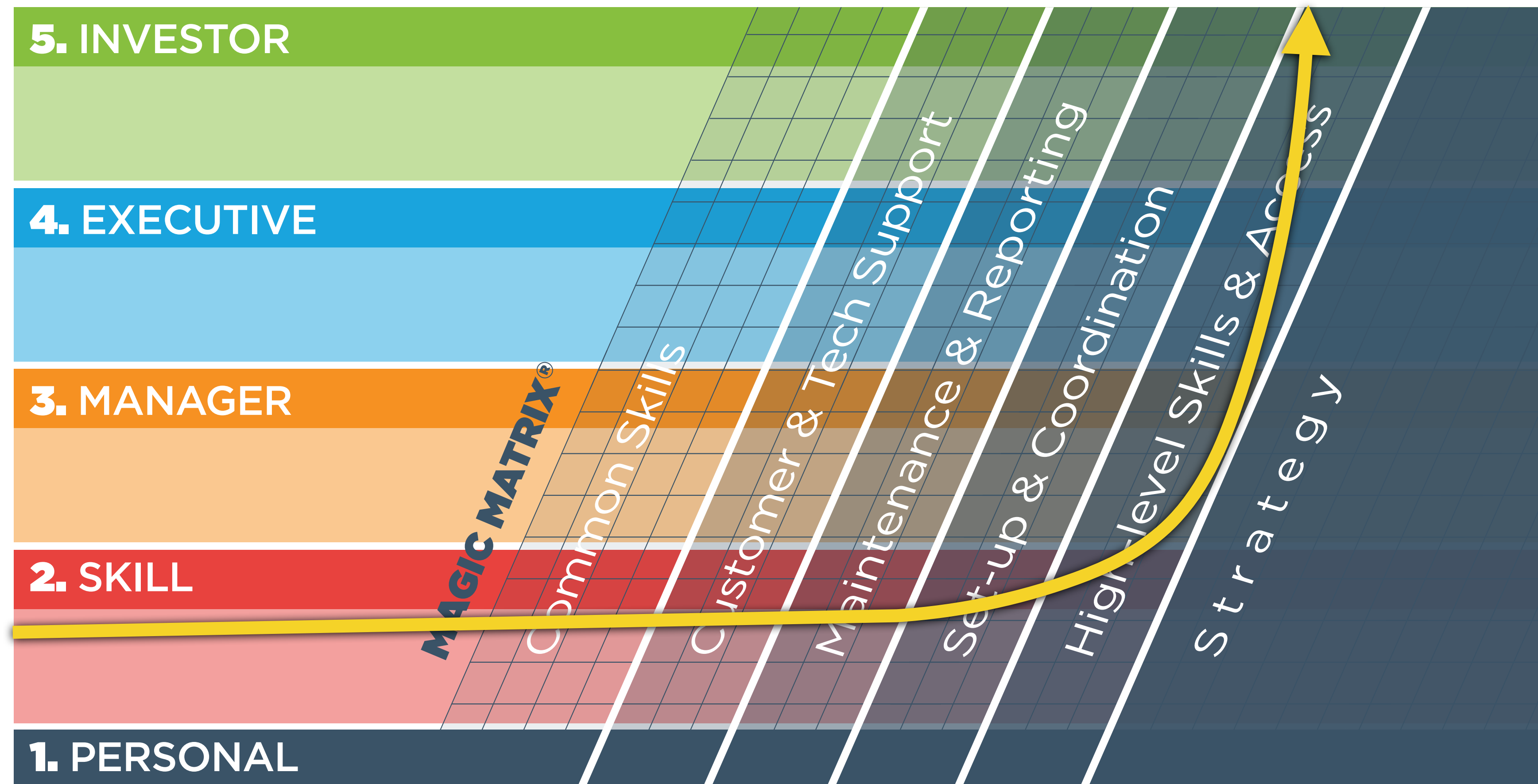
80/20 SCAFFOLDING[®] *By Tim Francis*

5 LEVELS OF 80/20SM



80/20 SCAFFOLDING[®] *By Tim Francis*

5 LEVELS OF 80/20SM



3 STEPS TO DELEGATION

1. Magic Matrix
2. 7-Yes Test
3. 360 Delegation

WHAT TO DELEGATE FIRST?

- Death by a Thousand Paper Cuts!
- See “10 Hours” exercise
- <https://www.ProfitFactory.com/100tasks/>

THE MAGIC MATRIXSM

By Tim Francis

	TASK / TOOL / PROJECT
Strategy	
High-level Skills & Access	
Maintenance & Reporting	
Set-up & Coordination	
Customer & Tech Support	
Common Skills	

YOU ARE THE SURGEON

You Keep

- Strategy
- High-Level Skill
- High-Level Access

You Delegate

- Everything else

YOUR TURN

7-YES TEST

1. Is it a \$10/h - \$20/h task?
2. Does it happen at least once per week?
3. Is there room for error?
4. Can it be completed in 20-60 mins?
5. Does it require you to create little training?
6. Does it require minimal learning by Assistant?
7. Are you already doing it?

YOUR TURN

360 DELEGATION

Vision

Resources

Definition of Done


More info at:

www.ProfitFactory.com/360delegation

360 Delegation | Profit Factory

https://www.profitfactory.com/360delegation


OthersRBCRBCxRBC.USGAPCFInfInbox21CalDriveTglZwTWtsAppEgnytTmeZonFBMsgMstr

HOME SERVICES PRODUCTS ABOUT CONTACT BLOG

Blog Post

Search ...

360 Delegation

Published by  Tim

There's two things I hate more than anything in business: waste and entitlement.

Keep reading and you'll discover one of the most powerful tools ever created to dramatically reduce wasted time, energy, and money.


(And – oddly – hear about Wile E. Coyote and the Roadrunner?)

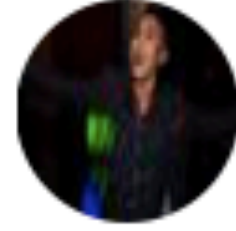
This tool works in any business, any industry, any country, any language, online and offline.

It's a tool I invented called *360 Delegation*.

A Dollar Saved is a Dollar Earned

"Earnings" is not top-line revenue or sales. It's bottom-line profit, what the company keeps after all (or most) expenses are deducted.





Peter Li

To Me, Everyone, Peter Li • 12:50 PM, Mar 30

Edit

FB Live for "End of Q1 Promo"

Hey @Tim Francis

V:

Can you please shoot a quick FB Live video at some point today (Thursday 30Mar17) or tomorrow (Friday 31Mar17) talking about the end of Q1 which will then lead to directing people to our sales page

<https://www.profitfactory.com/q1sale/> for the promo

R:

Rough talking points outline:

- End of Q1, time for reflection - biggest wins/takeaways in Q1
- Reflecting on current resources/tools/team
- Looking for new resources/tools/team to help towards 2017 end goals
- To help YOU with new resources/tools/team, we've put together an End of Q1 sale where we have 4 packages you can get at a nice discount
- Packages include:
 - Systemize Your Business Package
 - Delegate Your Tasks Package
 - Great Assistant Package
 - Board of Directors Package





Tim Francis

To Me, Profit Factory, Peter Li, Nancy Hoopes • edited 9:23 PM, Feb 20

Edit

Job Posting - Marketing and Sales Manager

@Nancy Hoopes ,

VISION

Can you please upload the attached job posting to: a) our website, b) to FlexJobs?

When you post to our website, please use a semi-obscure URL for the page, like <http://www.ProfitFactory.com/Sales-and-Marketing-Manager-Application> (That way you aren't using up a URL we may want in the future such as PF.com/marketing)

Please have it up by end-of-business Tuesday.

Please notify @Peter Li of the job posting so he can apply.

Please make sure to format the posting so it looks clean, organized, professional (sometimes the formatting gets messed up when copied and pasted).

For compensation section, can you please indicate that will be discussed with those who advance to the short list?

For job post duration, please select 7 days.

For start date of position, please indicate March 15 2017.

RESOURCES

Job posting... attached.

Access to FlexJobs... you've got in LastPass. Please use your usual Hiring@ FlexJobs account.



YOUR TURN

3 STEPS TO DELEGATION

1. Magic Matrix
2. 7-Yes Test
3. 360 Delegation

HOW WE CAN HELP



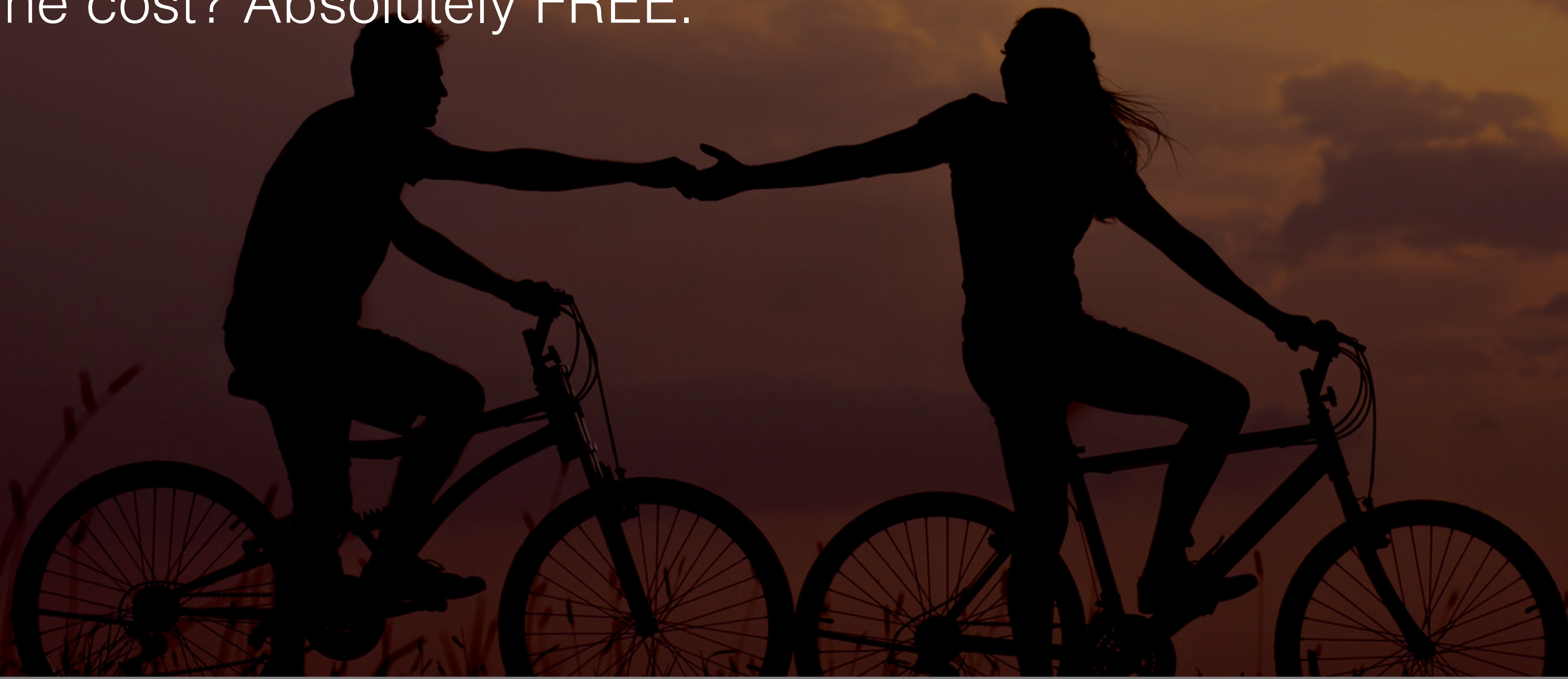
HOW WE CAN HELP

My teammate Peter does consultation calls.

Peter will to do a 45-min session with you.

In this session, he'll help you find your first 3 tasks for delegation.

The cost? Absolutely FREE.



WHY WE'RE DOING THIS...

- You might become a client.
- Love to help others find the speed, ease, and freedom I have.





GREATASSISTANT.COM/APPLY

Peter has limited spots available - schedule call now

Q & A

Jaime Masters ▶ **Millionaire Masters - Group 2**

Yesterday at 9:53 AM ·

Yesterday at 3:53 PM · Like · Reply



Venu Sanz

My first frustration is communication. Sometimes i do the tasks myself because i think it takes less time doing so than having to write a huge email with step by step instructions and a vídeo. Sometimes i think it'd be way easier if i worked phisically with the person instead of virtually....

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Yesterday at 11:34 PM · Edited · Like · Reply

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Be the first person to like this.



Jason Cannon

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6 hours ago · Like · Reply



Leah Fisch

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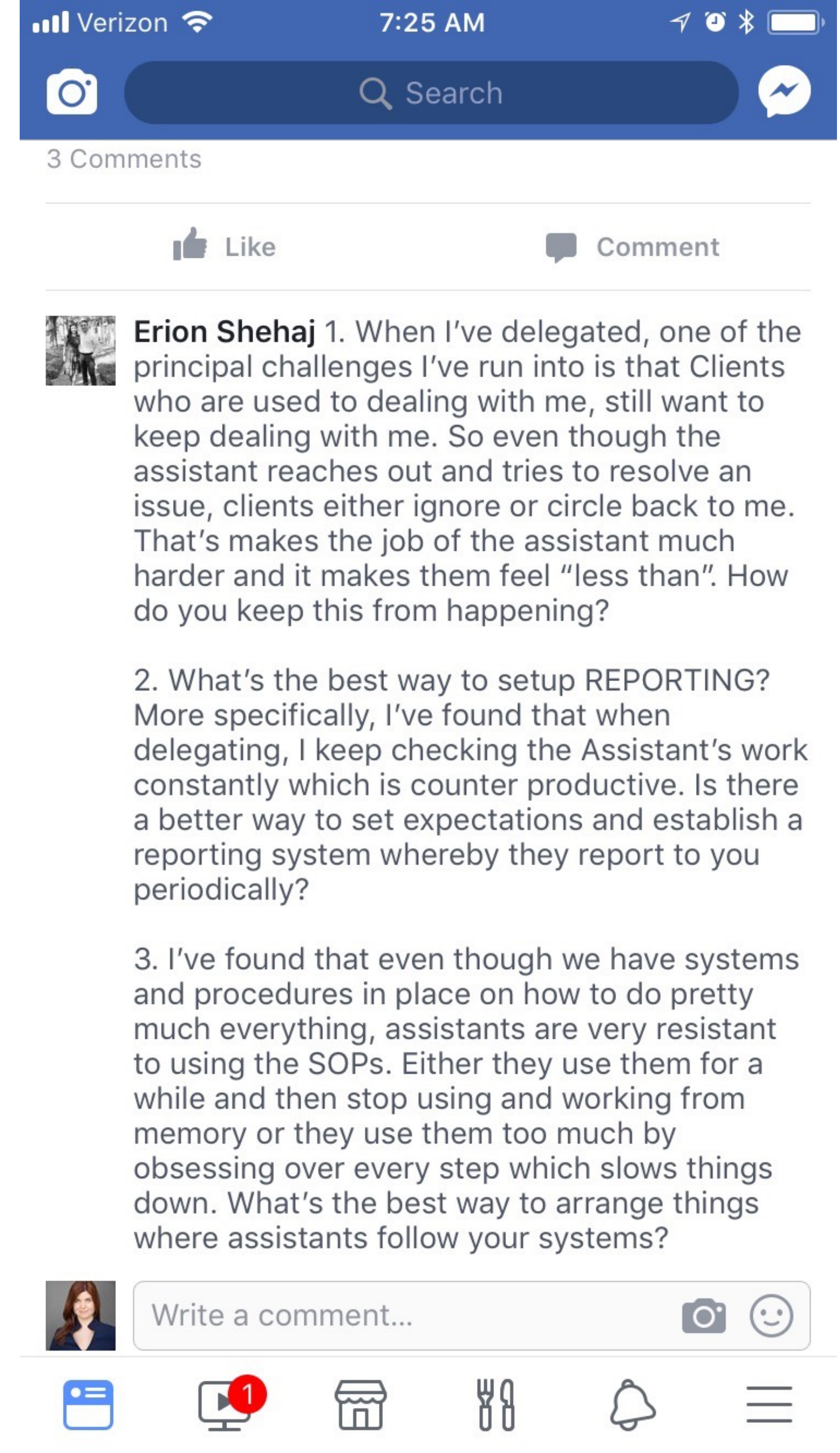
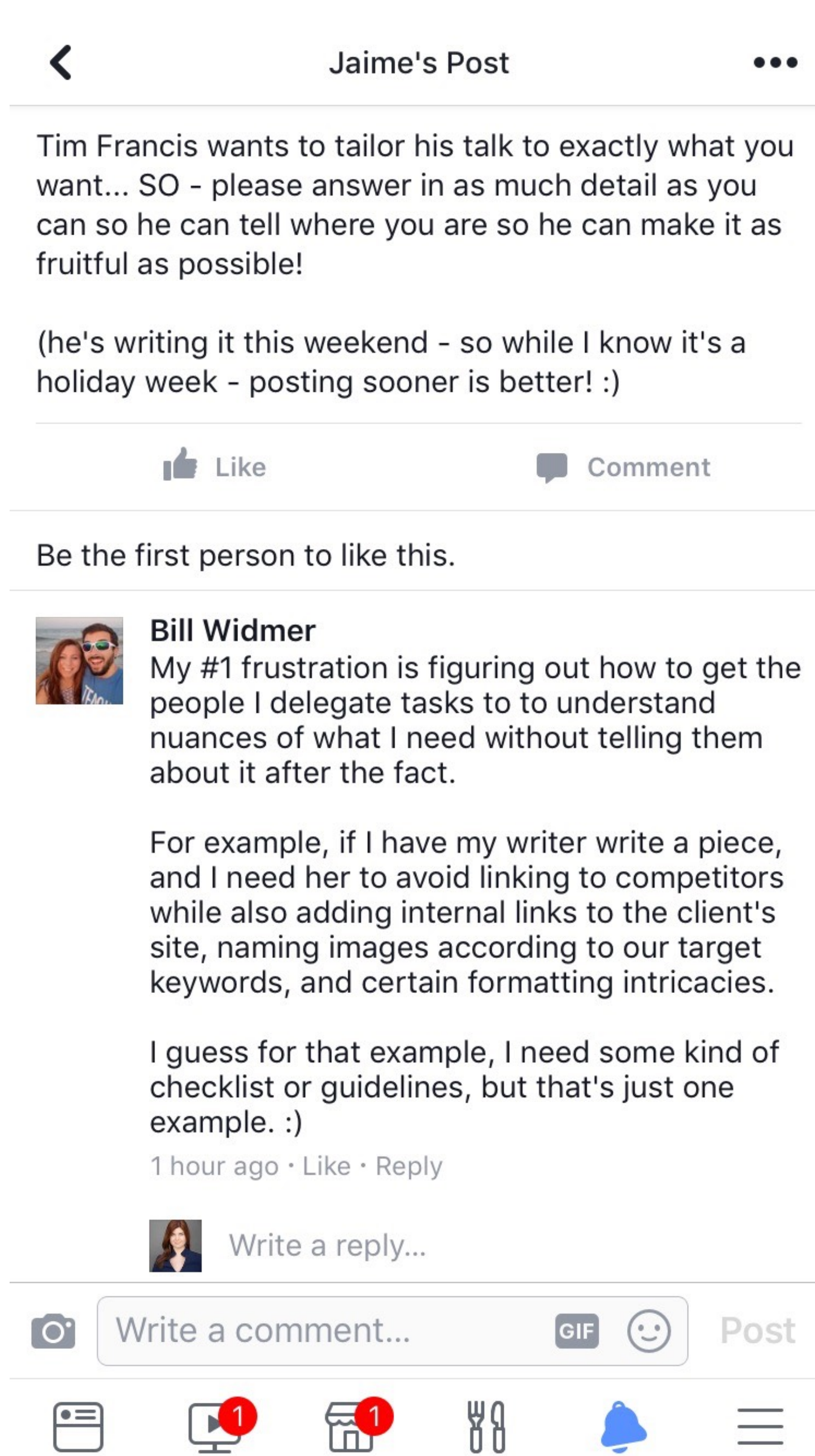
1 hour ago · Like · Reply · 1



Write a reply...

Write a comment...

Post



THE END

BONUS CONTENT,
IF WE HAVE TIME...

98.7% HAD THESE “BIG SIX” CONCERNS

1. Trust and Control
2. Money
3. Startup time to Train
4. Ongoing time to Manage
5. Where to Find?
6. What to Delegate?

149 Entrepreneur-Respondents, surveyed Fall 2015



ONBOARDING

TIPS

- Iterate Versions... Small, Medium, Large
- Better Job Now = Easier Scaling Later

ONBOARDING

1. Agreements to sign
2. Accounts to create
3. Access to grant
4. Apps to download
5. Payment

1. AGREEMENTS TO SIGN

- Confidentiality
- Payment terms

2. ACCOUNTS TO CREATE

- Start by creating email, Support@YourCompany.com
- Then create accts for online tools you use:
 - **CRM:** Infusionsoft, Ontraport, Salesforce, HubSpot
 - **Content:** YouTube, Libsyn, Wordpress
 - **Project Mgmt:** Asana, Teamwork
 - **Comm:** Slack, Convo, WhatsApp
 - **Passwords:** LastPass
 - **Ads:** Facebook, Google
 - **Marketing:** CrazyEgg, LeadPages, WuFoo forms
 - **Cloud:** Dropbox, Egnyte
 - **Financial:** Quickbooks, Xero

Create using the Support@ email addy you just created

3. ACCESS TO GRANT

- Access to documents:
 - Core Values
 - Decision Making Guidelines
 - Vital Staff Info
 - Any SOPs, checklists

4. APPS TO DOWNLOAD

- Look back at Accounts you just created
- Consider other desktop and mobile tools
 - Jing or Canva
 - Skype
 - Evernote
 - Audio, Video Editing

5. PAYMENT

- Employee vs. Contractor
- How Often?
- Via PayPal, Direct Deposit, something else?
- Wage vs. Flat Fee
 - How to Track time
- How to Get Paid / Invoicing Tim for your Time



THE WINNING STRATEGY

A romantic couple is shown in a close embrace outdoors. The man, on the right, is smiling broadly with his eyes closed, wearing a red polo shirt. The woman, on the left, has long brown hair and is wearing a dark floral dress; a red rose is tucked behind her ear. She is holding a large bouquet of white and purple flowers. The background is a soft-focus green field under a clear sky. A semi-transparent dark red horizontal band is overlaid across the middle of the image, serving as a background for the text.


HIRE THE RIGHT PERSON

HIRING: ABYSMAL SUCCESS RATES

Unfortunately, 50% of all hourly employees quit or are fired within their first 6 months (Humetrics).

...and that's PRO managers and HR leaders who have professional training in hiring!



A romantic photograph of a bride and groom in a field. The groom, wearing a red polo shirt, is smiling broadly with his eyes closed. The bride, with long brown hair and a red rose in her hair, is leaning her head against his. She is holding a large bouquet of white and purple flowers. The background is a soft-focus green field under a hazy sky.

MOST ENTREPRENEURS HIRE THEIR
SISTER-IN-LAW!

PRO TIP #1: EXPAND POOL OF APPLICANTS

“Only 10% of your applicants (at best) will be top performers.” - Laszo Block, world-renowned Google Executive

At Great Assistant, we hire less than 5% of all applicants.

Most Entrepreneurs hire... their sister-in-law? The first person referred to them on Facebook? Someone from Craigslist or Upwork?

Aim for minimum 50 - 100 applicants for your one spot.

PRO TIP #2: GO BEYOND INTERVIEWS

Do interviews to assess personality and chemistry

Use a Strategic Testing Process:

- Conation - working instincts
- Cognition - intelligence & problem-solving
- Affect - personality and goals
- Live work tests

Every test narrows more and more your pool down to the few true winners.

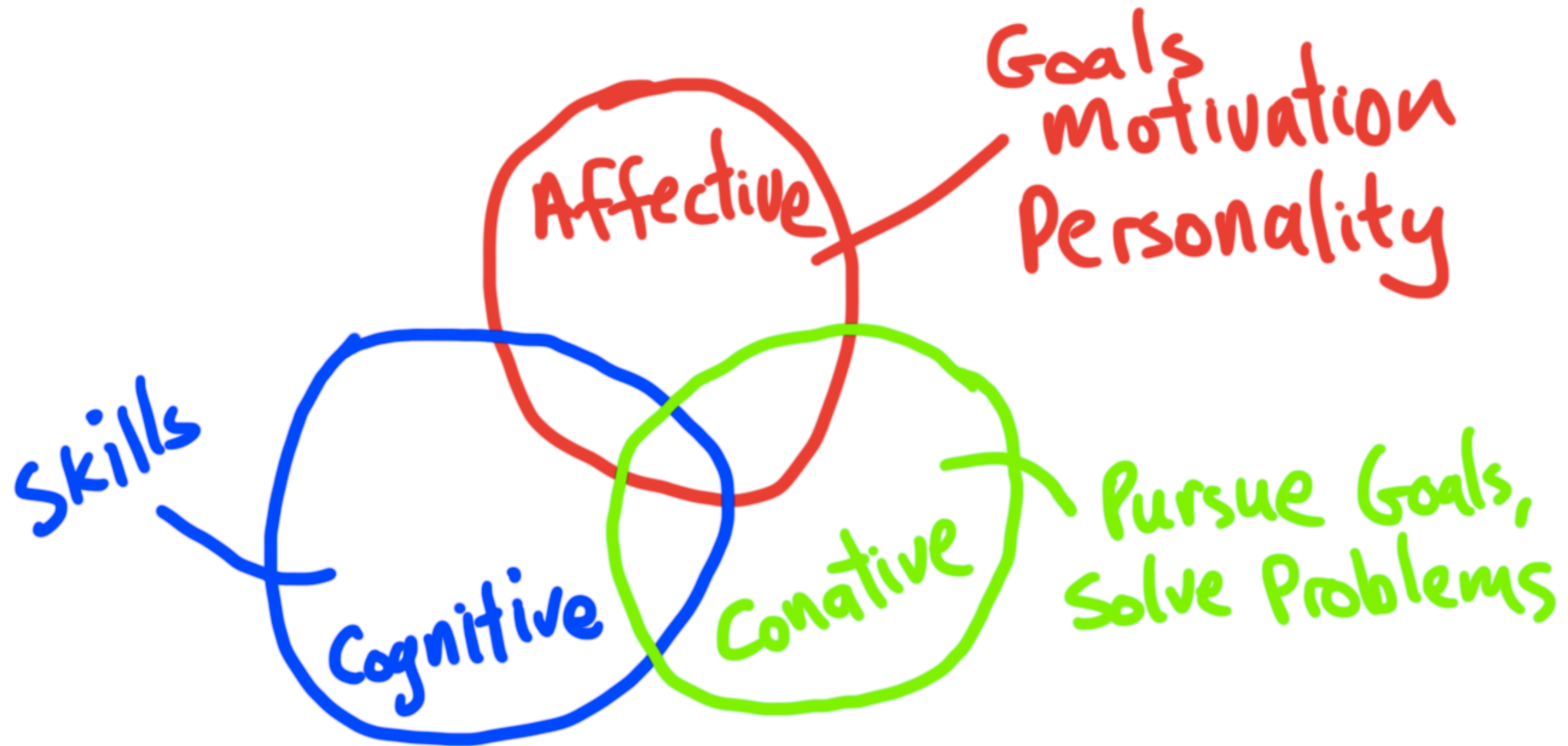
A romantic photograph of a man and a woman in a grassy field. The man, wearing a red polo shirt, is smiling broadly with his eyes closed. The woman, with long brown hair and a red rose in it, is wearing a dark floral dress and holding a large bouquet of white and purple flowers. The background is a soft-focus landscape under a hazy sky.

IT'S WORTH IT!

89% Stick Rate

Sarah's been with me for 4 years

3 PARTS OF THE MIND



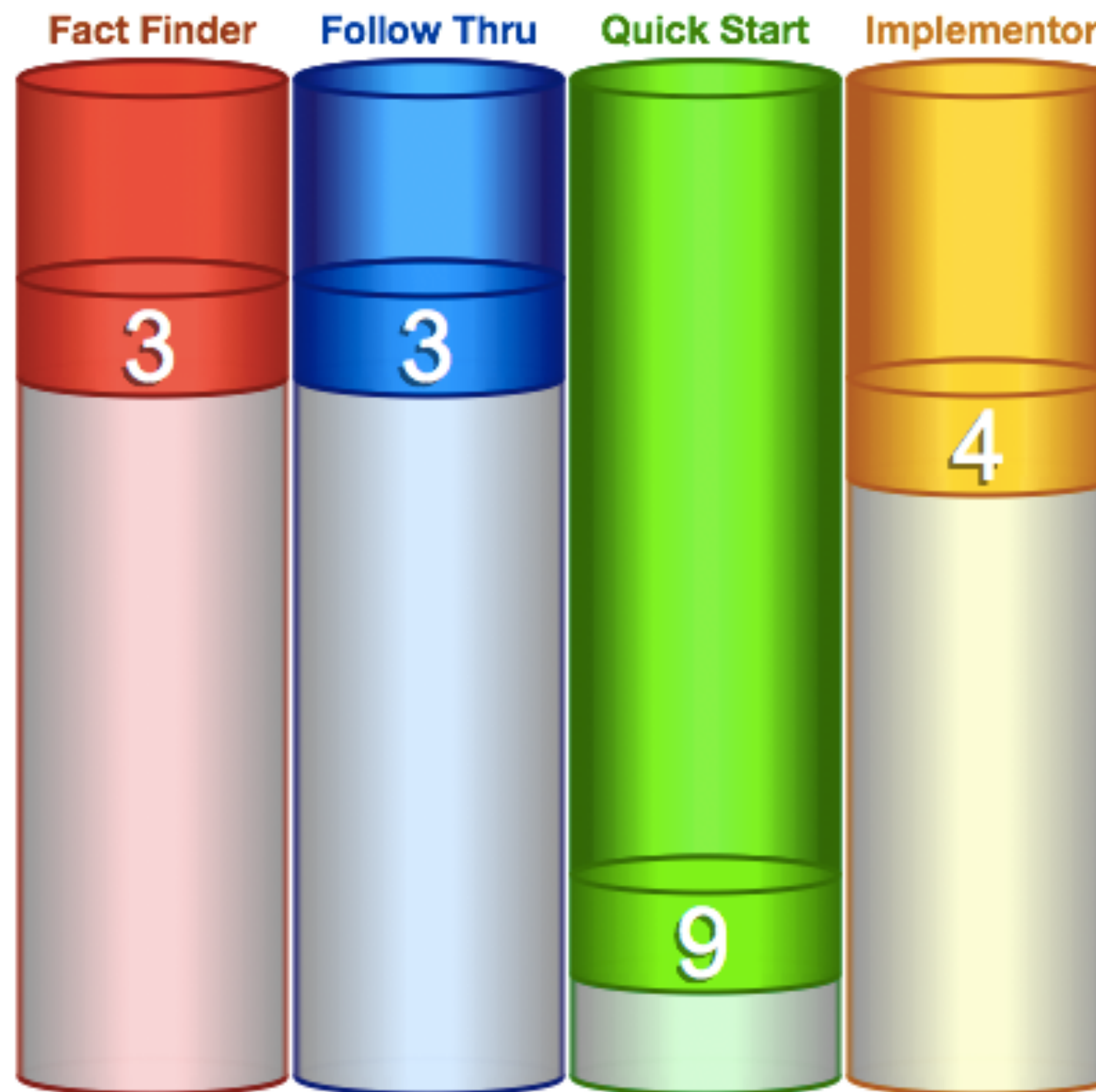
TYPICAL ENTREPRENEUR



Kolbe A™ Index Result

Jimmie

Jayes

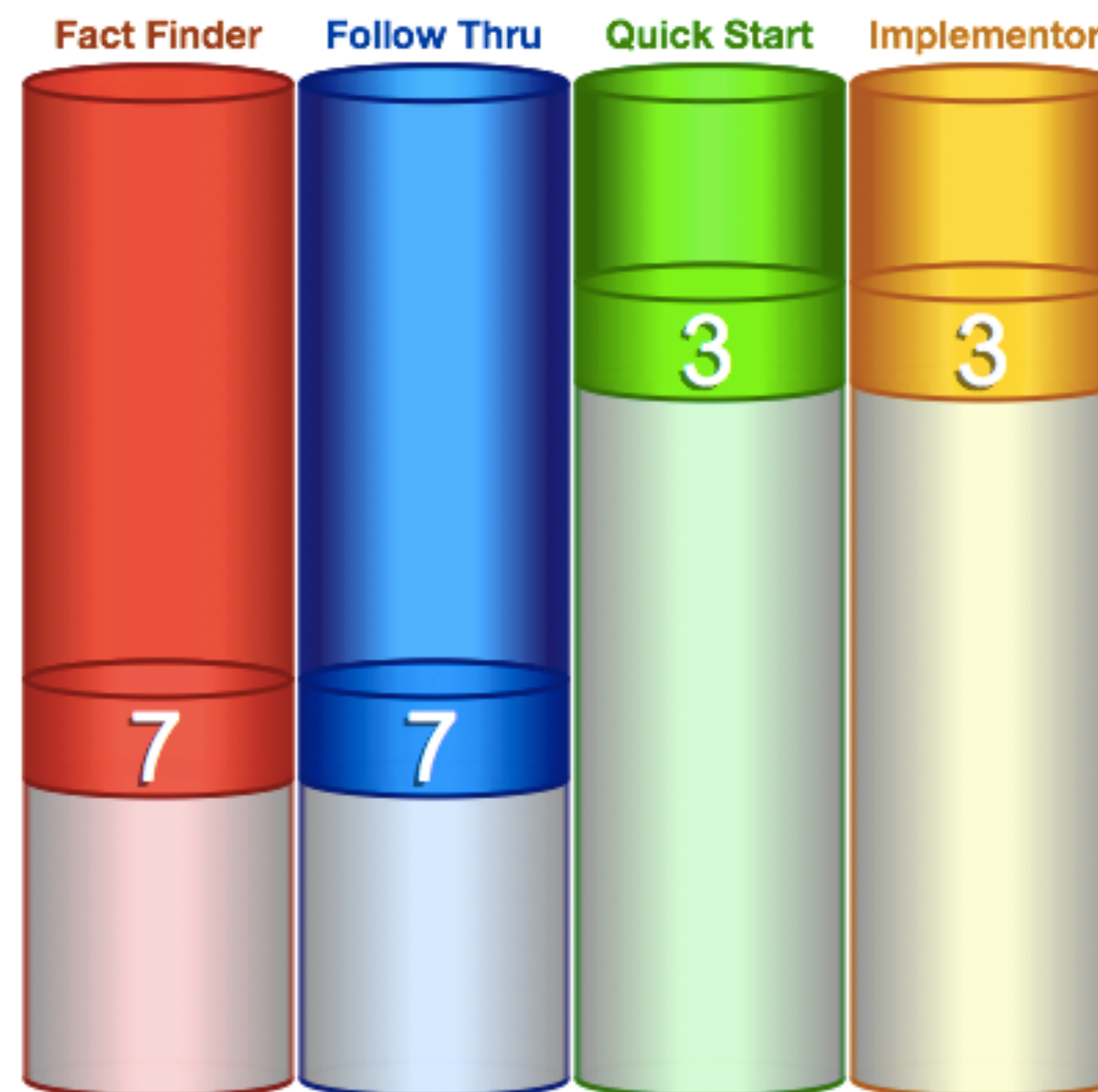


TYPICAL ASSISTANT



Kolbe A™ Index Result

Sarah
Campbell



“It Depends”

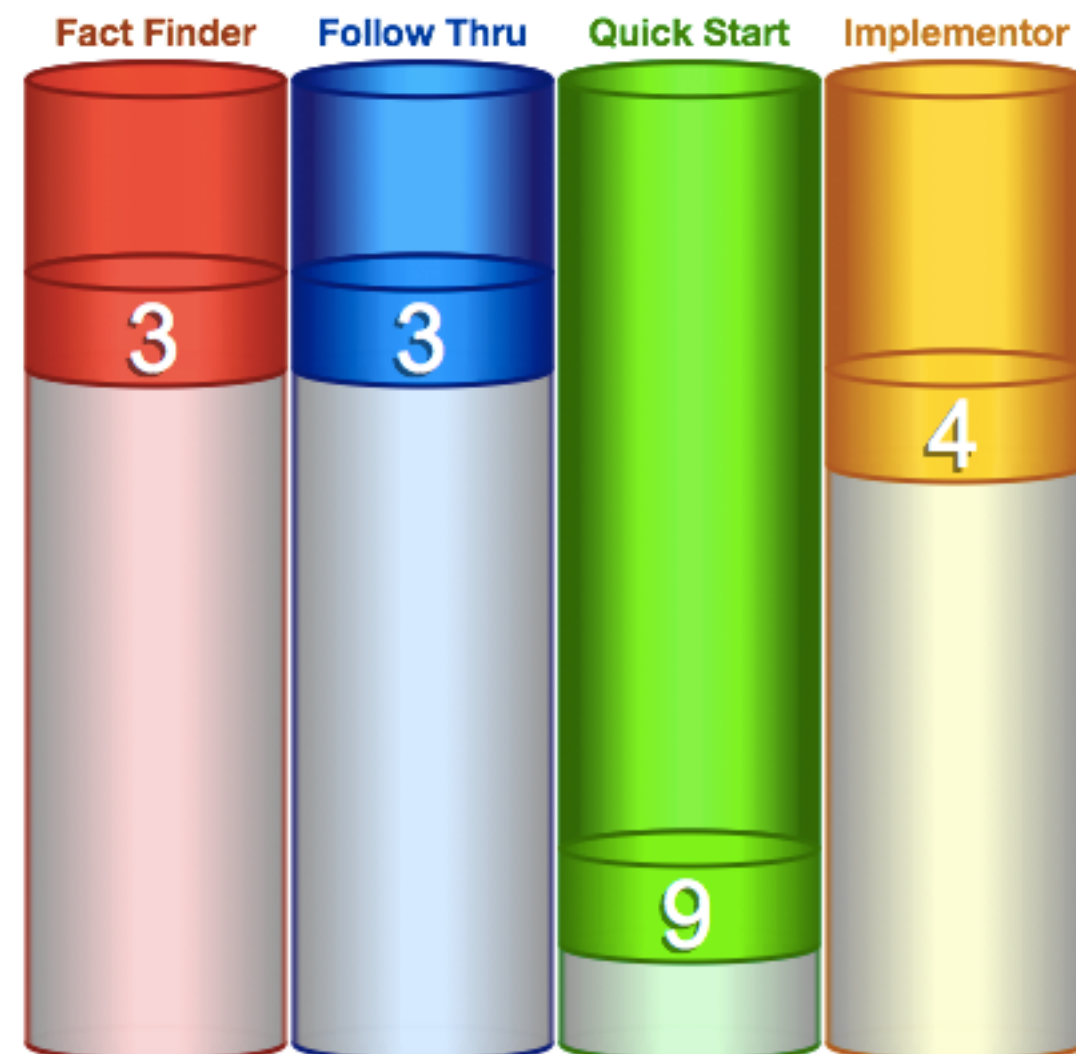
BRIDGING THE GAP



Kolbe A™ Index Result

Jimmie

Jayes



Kolbe A™ Index Result

Sarah

Campbell

