

Self and work Management

Vellore Institute of Technology,
Chennai

Objectives

- To understand the importance of time in a professional environment and how to manage multiple time bound requirements.
- To learn how to manage work and how to ensure deliverables are completed in stipulated time in an organization by following tested principles to prevent/handle slippages on timelines.
- To respect time for self as well as colleagues.

Performance Criteria

- PC1. Establish and agree your work requirements with appropriate people
- PC2. Keep your immediate work area clean and tidy
- PC3. Utilize your time effectively
- PC4. Use resources correctly and efficiently
- PC5. Treat confidential information correctly
- PC6. Work in line with your organization's policies and procedures
- PC7. Work within the limits of your job role
- PC8. Obtain guidance from appropriate people, where necessary
- PC9. Ensure your work meets the agreed requirements

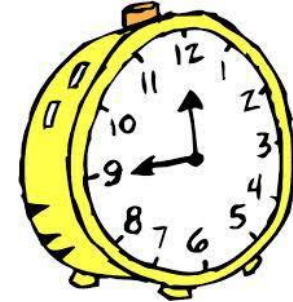
Importance of Time Management

- Time is perishable – Cannot be created or recovered
- Managing is the only option – Prioritize



"Yes, I have room in my schedule to attend a Time Management Seminar...the day after I retire!"

Time Management Aspects



- **Planning and goal setting**
 - “Plan better avoid wastage”
- **Managing yourself**
 - Understanding the timelines of the deliverables. Receiving the hand off from upstream teams at right time is critical to start self contribution and ensure passing the deliverables to downstream team
- **Dealing with other people**
 - It is important to value others’ time as well to ensure overall organizational timelines
- **Value Your time**
- **Getting results**

Urgent Vs. Important Task

- Urgent task
 - Assume importance as they demand immediate attention
- Important Task
 - May become urgent if left undone
 - Usually have a long term effect
- To judge importance vs. urgency, gauge tasks in terms of
 - Impact of doing them
 - Effect of not doing them

Time Management Quadrant



1. Urgent and Important – Do Now
2. Not Urgent and Important – Schedule on your calendar
3. Urgent and Not Important – Delegate, Automate or Decline
4. Not Urgent Not Important – Delegate, Automate or Decline

Categorize the below items in the Time Management Quadrant

1. Wildly important goal
2. Last minute assignments from boss
3. Busy work
4. Personal health
5. Pressing problems
6. Crises
7. Planning
8. Time wasters
9. Professional development
10. Win-win performance agreement
11. Too many objectives
12. Vital customer call
13. Major Deadlines
14. Unimportant pre scheduled meetings
15. Meaningless management reports
16. Coaching and mentoring team
17. Low priority email
18. Other people's minor issues
19. Workplace gossip
20. Exercise
21. Needless interruptions
22. Defining contribution
23. Aimless Internet surfing
24. Irrelevant phone calls

Categorize the below items in the Time Management Quadrant

1. Wildly important goal – Q1
2. Last minute assignments from boss – Q1
3. Busy work – Q4 – Consumes time however not pressing
4. Personal health – Q4 – requires planning and care not pressing
5. Pressing problems – Q1 – has to be solved immediately
6. Crises – Q1 – have to be tended to immediately
7. Planning – Q2 – Important but not urgent; should be done before crisis
8. Time wasters – Q4
9. Professional development – Q2
10. Win-win performance agreement – Q2 – Expectation setting part of planning
11. Too many objectives – Q3 – Prioritize further to establish which are important and pressing
12. Vital customer call – Q1 – Customer centricity

Categorize the below items in the Time Management Quadrant

- 13. Major Deadlines – Q1
- 14. Unimportant pre scheduled meetings – Q3
- 15. Meaningless management reports – Q3 – Prioritize further to establish which are important and pressing
- 16. Coaching and mentoring team – Q2
- 17. Low priority email – Q3 – Prioritize further to establish which are important and pressing
- 18. Other people's minor issues – Q3 – May not be urgent but important for team building
- 19. Workplace gossip – Q4 – Non value add; occasionally creates negativity
- 20. Exercise – Q4 – Important for health and personal well being. To be done in spare and leisure time. Cannot be ignored.
- 21. Needless interruptions – Q3
- 22. Defining contribution – Q2
- 23. Aimless Internet surfing – Q4
- 24. Irrelevant phone calls – Q4 – Reserve and avoid

Work Management

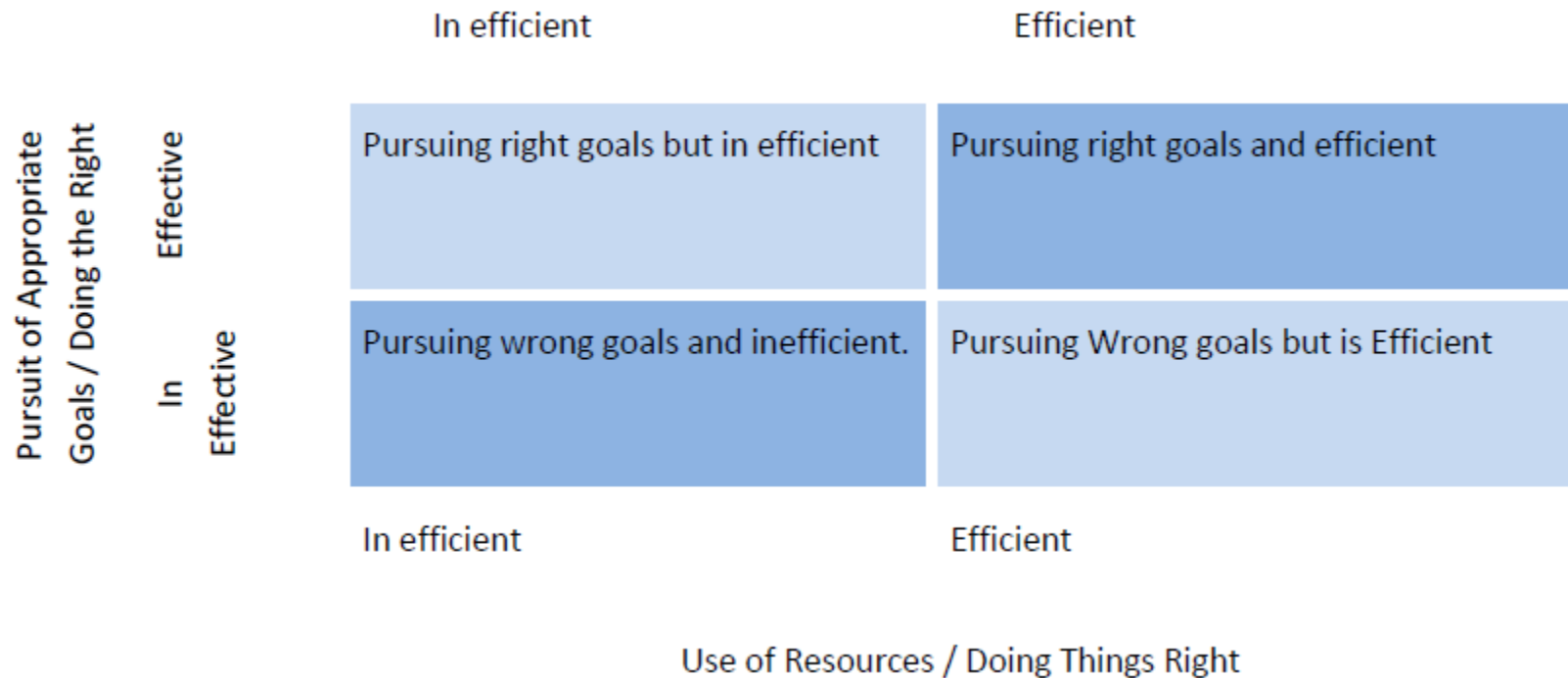
Six steps for expectation setting with the stakeholders

1. Describe the jobs in terms of major outcomes and link to the organization's need
2. Share expectations in terms of work style
3. Maximize Performance - Identify what is required to complete the work: Supervisor needs / Employee needs. Set input as well as output expectations
4. Establish priorities. Establish thresholds and crisis plan
5. Revalidate understanding. Create documentation and communication plan to establish all discussion
6. Establish progress check

Quality Standards Adherence

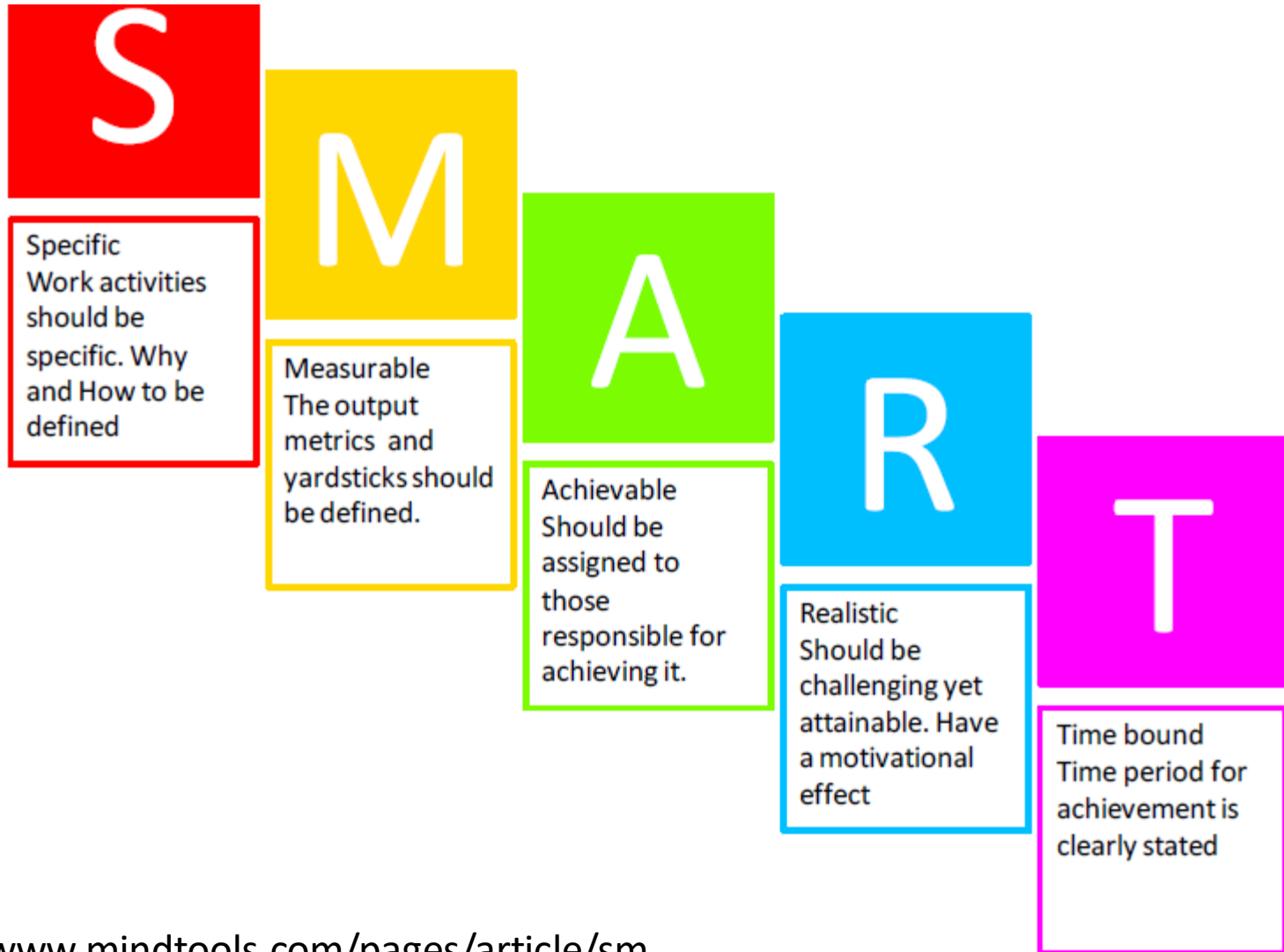
Efficiency – Performing activities well

Effectiveness – Performing right activities



<https://monday.com/blog/teamwork/efficiency-and-effectiveness/>

Goals and Objectives compliant to SMART



SMART

- Specific
 - **What** do I want to accomplish?
 - **Why** is this goal important?
 - **Who** is involved?
 - **Where** is it located?
 - **Which** resources or limits are involved?
- Measurable
 - How much?
 - How many?
 - How will I know when it is accomplished?

SMART

- Achievable
 - How can I accomplish this goal?
 - How realistic is the goal, based on other constraints, such as financial factors?
- Measurable
 - How much?
 - How many?
 - How will I know when it is accomplished?

SMART

- Realistic
 - Does this seem worthwhile?
 - Is this the right time?
 - Does this match our other efforts/needs?
 - Am I the right person to reach this goal?
 - Is it applicable in the current socio-economic environment?
- Time bound
 - When?
 - What can I do six months from now?
 - What can I do six weeks from now?
 - What can I do today?

Service Level Agreements

- Service Level Agreement (SLA) is a contract between a service provider and its internal or external customers that documents what services the provider will furnish
- SLA measures the service provider's performance and quality in a number of ways
- SLAs, once established, should be periodically reviewed and updated to reflect changes in technology and the impact of any new regulatory directives

Sample Metrics - SLA

- Availability and uptime – the percentage of the time services will be available
- The no of users being served, the bandwidth or volume being addressed or the quantum of work being performed in work units
- Specify performance benchmarks to which actual performance will be periodically compared
- Turnaround time