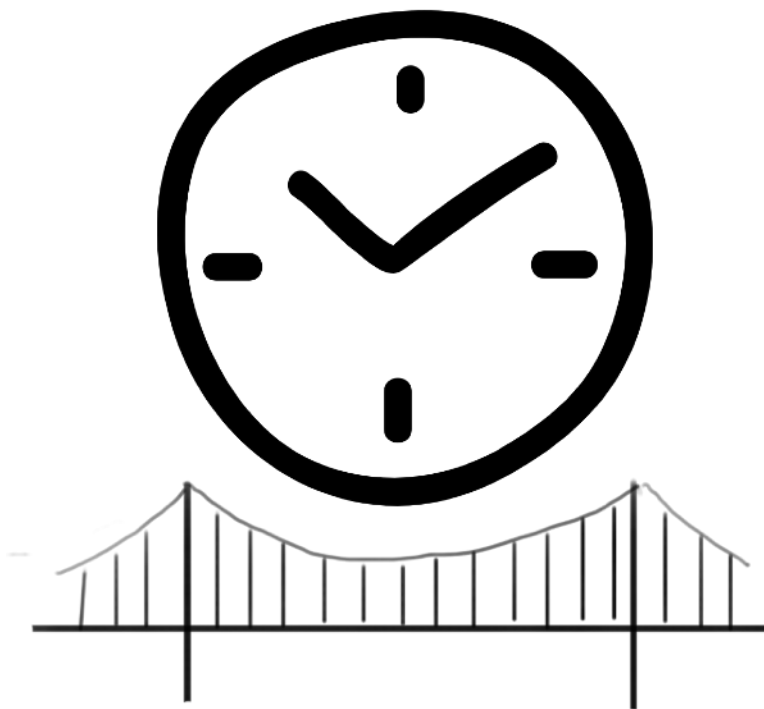


Why is time management an important skill?

When working with our customers and colleagues you really need to show them your ability to manage your time and your tasks.

Apart from looking and behaving more professional, good time managers have lower stress levels and a better work-life balance. Plus ..they are nicer to work with!

MANAGE YOUR TIME AT WORK



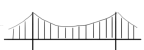
Bridge School

for business communication
skills and languages
in association with
Liam Brown Training

The foundations of time management

At the end of this section of your programme

- You will understand the meaning of time management and how it impacts on your job performance and your reputation.
- You will discover and try some approaches and techniques to deal with time wasters and procrastination.
- You will discover the Covey matrix method URGENT/IMPORTANT and how it helps.
- You will be introduced to the “diarise your tasks” approach and get beyond the simple to-do list to really get to grips with your workload..





Communication at work - making connections

1. On a Post It note, write one thing that connects in your mind with the words *time management*.
2. Then write another. And another. And another. Don't stop till you have 15 - 20 Post It notes.
3. Together, put the Post It Notes on the whiteboard (or on the cleared table)
4. Remove any Notes that are duplicated. For example, two of you might have written "message". Remove one.
5. Together, group the remaining Post It notes that are linked. For example you might link 'meaning' and 'understanding'.
6. Once you have done this (there may be 5, 6 or more grouped notes, label each group. For example, 'this group could be called 'team communication'.
7. Check with the other group(s) are you aligned in your thinking? Any differences

FINALLY TOGETHER ANSWER THESE QUESTIONS:

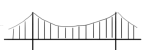
- Is managing your time at work always easy?
- What gets in the way?
- "You have to go with the flow". True or false?
- What would make us all better time managers?



Our definition of time management is ...



My big takeaways are ...





PURPOSE - get a sense of how time and tasks interconnect and shape our work.

Time management - some ideas to knock about

“Time management is the process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency or productivity”.
Wikipedia

So ..

- I’m not born with this skill.
- It applies to how I work and live.
- It applies to my work purpose, plans and responsibilities.

Is this your task profile?
What are the sources of your tasks? [select a rating]

Rate **these** as % of your job
1 = not really, not much
5 - Yes, a lot!

The day job .. routine stuff, on-going, what I do everyday

☐

Working within the team

☐

Work/projects arising from other colleagues, but not in my team

☐

Requests from external customers, suppliers etc

☐

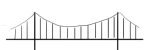
Ad-hoc, one-off, unplanned tasks from my line manager

☐

Where is most of the stuff you do everyday coming from? ... this may determine how much in control you are or may be.



My big takeaways are ...

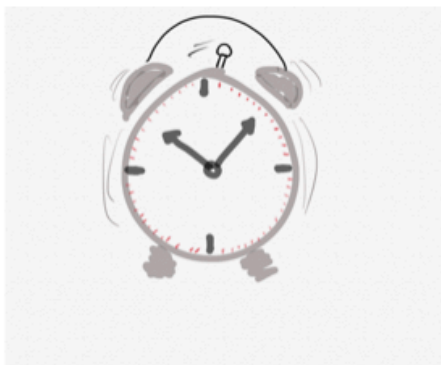




PURPOSE - understand that how you decide to use your time says a lot about you and your values

Which are you?*

THE CLOCK

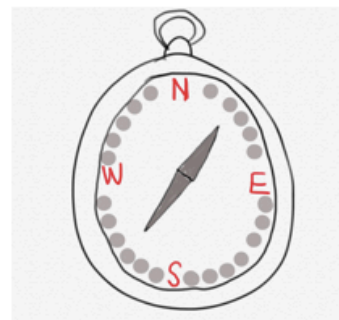


COMMITMENTS
APPOINTMENTS
SCHEDULES
GOALS
ACTIVITIES

WHAT WE DO AND HOW WE MANAGE
OUR TIME



THE COMPASS



VISION
VALUE
PRINCIPLES
CONSCIENCE
DIRECTION

WHAT WE FEEL IS IMPORTANT
AND HOW WE LEAD OUR LIVES

It's a trick question! You should be both.



My big takeaways are ...





PURPOSE - to see where you are now on the “time manager” spectrum.

Which is you? Four generations of time management. Tick a box.

GO WITH THE FLOW ☐ ☐ WATCHING THE ELEMENTS

Based on reminders.

Simple notes and checklists

Incomplete tasks put on tomorrow's list

1 Notes and checklists

Is this you?

Is this how you manage your time?

2 Planning & Preparation

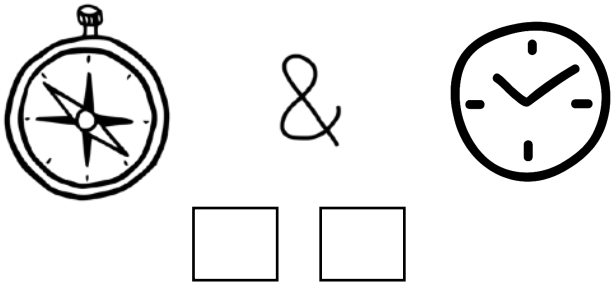
Is this you?

Is this how you manage your time?

Calendars and appointment books

Efficient goal setting and plans

Deadlines and commitments are identified



Puts people ahead of schedules, compass ahead of clock

Use the best of 1, 2 & 3.

Lead a life of meaning with balance

4 Effectiveness, Leadership, Principled Work, Putting first things first

Is this you?

Is this how you manage your time?

3 Planning, Prioritising & Controlling

Is this you?

Is this how you manage your time?

Planning and organising tools

Set short, medium & long term goals to attain values & prioritise on a daily basis

Gets lots done

LIFE LEADERSHIP BEING IN CONTROL

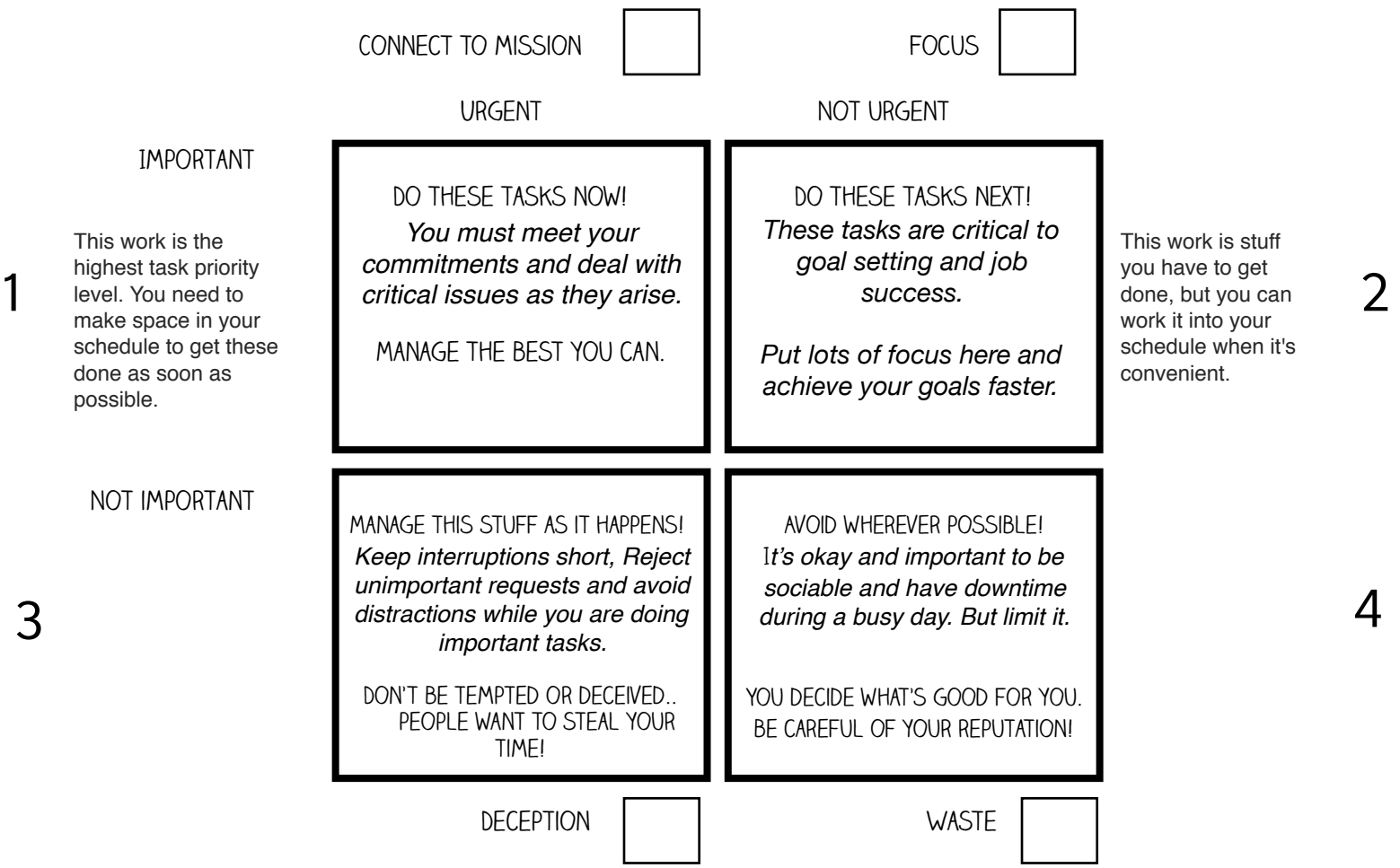


So, here's the thing ... how are you going to move through the quadrants in terms of what you actually do to manage and be in control of your time .. eg the best of 1, 2, & 3?





PURPOSE - to see how a matrix system for categorising tasks works and how to apply it in your own work context.



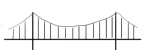
So, here's **the big question**: how are you going to make sure you spend a lot of your time in quadrant 2?

This is where the core of your job description and job purpose resides. This is where you build relationships, build skills and knowledge.

Bottom line? This is where your annual appraisal or review information comes from ... your key achievements and relationships are here.



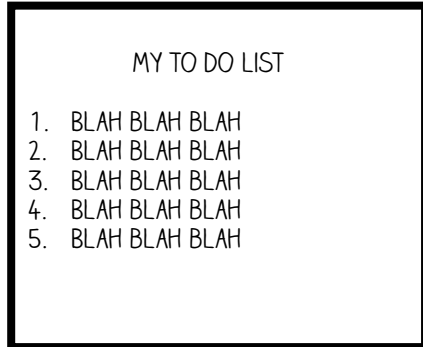
My big takeaways are ...





PURPOSE - to discover how it all works in practice. Understand the need for a day diary.

USE THIS, OF COURSE



BUT USE THIS TOO. DIARISE YOUR TASKS EVERY DAY! FILL YOUR DAY.

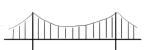


- Do a list now of tasks you are aware of for the next 2 - 3 days.
- Then categorise them using the Covey URGENT - IMPORTANT matrix .
- Then transfer the major items into your diary ... give them time and space alongside things like planned meetings and phone calls.
- Complete the most important tasks first! So each day identify the two or three tasks that are the most crucial to complete and do those first, if at all possible.

Prime time? Also be aware of what time of day is your *prime time* .. the time when you're freshest, clear and ready to do big stuff. Some people say for them it's first thing in the morning. If that's you, don't waste your freshness on emails! Do the heavy lifting then and leave the lighter stuff till later. You'll also feel good because you've achieved something significant already.



My big takeaways are ...





PURPOSE - have some strategies you can use and build habits of work that manage your time well.



AS YOU START YOUR DAY

1

Preview your schedule - get your bearings: review your compass

Look at the day in the context of the week .. how aligned are you?

Be ready to respond to changes in a meaningful way.

2

Prioritise: identify activities as Q1 and Q2 ... keep Q3 and 4 out of your planned day.

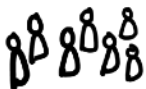
Remember the 'importance' paradigm.

Be aware of the choices you make as you progress through the day

3

AS YOU END YOUR DAY

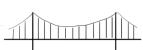
Do all your time planning at the end of the day ie before you go home or sleep. Why? Your brain will be active as you sleep putting into place all the things you need to remember or know when you need them. Your brain gives you a head-start!



Write one other tip ... something you do to help you manage your time. Something new not mentioned already.



Then go round the room, talk to colleagues and gather some new tips from them ... stuff that's new to you and you can use straightway.





PURPOSE - have some strategies you can use to deal with time stealers.

Time stealers & Time wasters.

Through your working day there'll be things happening and people who will interrupt you, draw your focus and attention away from the task you're dealing with.

It's important you know what your main time stealers are so you can have a strategy for dealing with them. Tick what's true for you.



CASUAL OFFICE CONVERSATIONS

Often sometimes not really

MY PROCRASTINATION

Often sometimes not really

MEETINGS, WHICH ARE EITHER TOO MANY OR TOO PROLONGED OR NOT REALLY RELEVANT TO ME

Often sometimes not really

CONFLICT IN PRIORITIES .. MINE AND OTHER COLLEAGUES

Often sometimes not really

DOING THINGS MANUALLY .. STILL!

Often sometimes not really

MICROMANAGEMENT OF EVERY TASK

Often sometimes not really

INABILITY TO REFUSE OTHERS EVEN WHEN IT MEANS ADDING TO MY WORKLOAD

Often sometimes not really

NUMEROUS PERSONAL CALLS, TEXTS, EMAILS

Often sometimes not really

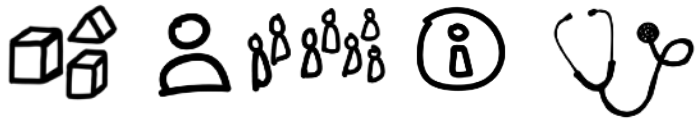
NUMEROUS BUSINESS RELATED CALLS, TEXTS, EMAILS

Often sometimes not really



Here are the top 5 ways people waste time at work ... how about you?
Gossip (43%) Social interaction (32%). Snacks and Breaks (27%) Meetings (23%)
In-office Noise Distractions (24%) (Source: [BrianTracy.com](https://www.briantracy.com))



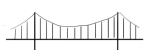


PURPOSE - have some strategies you can use to deal with time stealers.

Time stealers & Time wasters... what should you do?

Work with your group and see what you would do to deal with these main causes of wasting or losing time at work. Be prepared to share your ideas with other groups.

- 1. Joining the crowd:**
- 2. Checking email often:**
- 3. Lack of motivation:**
- 4. Allowing interruptions:**
- 5. Waiting for something to happen:**
- 6. Not organizing your messy desk and filing system:**
- 7. Going to, or hosting, unproductive meetings:**
- 8. Doing things manually:**
- 9. Never writing down instructions:**
- 10. Recreating the wheel:**

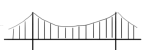




Time stealers & Time wasters... what should you do?

1. **Joining the crowd:** Look for ways to limit how and when you do these: Gossip, Social interaction with Co- Workers, Snacks and Breaks, Meetings, In-Office Noise Distractions. (Source: BrianTracy.com)
2. **Checking email often:** Limit checking for email, and responding to it, to once or twice per day, in "scheduled" 30-minute increments.
3. **Lack of motivation:** Make the best of what you have and do. Write up a list of 5-minute rewards and enjoy one every time you reach a 30-minute work goal. Another possibility: Challenge yourself to do something you've always done better, faster, or cheaper.
4. **Allowing interruptions:** While some interruptions are necessary, most are nothing more than obstacles to you getting your work done. When you're working on something important, reduce interruptions: close your door, allow your calls to go to voicemail, and don't keep checking email and/or text notifications.
5. **Waiting for something to happen:** While you're waiting for something to happen (perhaps you're on telephone hold or are waiting for a file to download), do something else.
6. **Not organising your messy desk and computer filing system:** The messier your space is, the more time you're going to be wasting searching for things. Remove clutter and get things organised!
7. **Going to, or hosting, unproductive meetings:** All meetings should have specific goals, only involve key people who will be working on those goals, and ultimately result in positive, measurable changes. If your work meetings are mostly chat sessions (or complaint forums), there's a lot of time being wasted.
8. **Doing things manually:** There are so many digital apps that can help you be more productive at work. If you're doing lots of things manually with paper and pen, research how you can do those same things automatically instead. It may be worth it for you to call in a productivity expert for ideas.
9. **Never writing down instructions:** When you learn something new, take notes. The next time you have to do it, you won't have to rely on your memory, and you won't have to waste time trying to figure out how to do it...or waste someone else's time asking again.
10. **Recreating the wheel:** Before you start something "from scratch," be sure to research first to determine if someone has already done it before. Duplicating work that has already been done is a major time waster, and very common in businesses

Source <https://www.smead.com/Director.aspx?NodeId=2833>





PURPOSE - to share some ideas on how we can reduce the pressure of emails.

What about emails They're killing me!

Try the five D's.

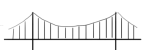
Delete - is it really for you to read or deal with?

Do: if the email is urgent or can be opened quickly

Delegate: is someone else a better person to deal with it?

Defer: set aside time later to spend on emails that take longer to deal with.

Don't: don't open every message view you receive ... turn it off.





PURPOSE - Look a little deeper and see what should influence the priorities you work by.

How do I set my priorities?

Your aim is to be productive instead of being busy.

1. Understand top Excellent objectives

If the goals you're achieving aren't furthering the objectives most valued by Excellent stakeholders what will that get you?

If you aren't clear about overall business goals or your leader's objectives for you and your team, then how can you plan your work effectively? So speak up. Be bold. Proactively manage your boss until you have the tools and information you need to succeed.

See how your team goals are aligned with Excellent objectives.

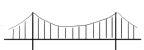
Are you unaware of or don't understand Excellent's strategic plan? This is important because we all come with our own personal biases or ideas about what matters most. Some will prioritise tasks based on who requested them—the higher the requestor on the org chart or more loudly they shout, the more important the project request.

Others depend more on when items are due—the earlier the due date, the more attention it gets. Still others will rely on their own favourite *whys*—if it aligns strongly with their personal passions and preferences, it will get done first.

Instead, consider project value first. Projects that will deliver high ROI to the enterprise rank highest in importance, no matter who assigned them or how urgent they may seem.



My big takeaways are ...





PURPOSE - take an opportunity to put your thoughts into practice through explanation.

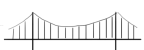
A conversation about how you get important work done

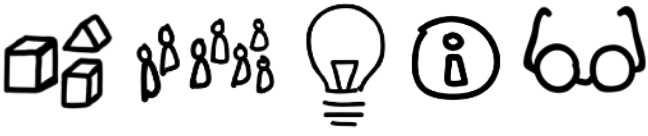
(following this course think: it's a couple of weeks from now and you've acted on your action plan ... and you're telling a colleague about how much better you're managing your workload)

Use these prompts as a guide.

"How do you prioritise your work?"

1. Describe how you schedule your day
2. Explain how you shift between priorities
3. Discuss how you set your deadlines
4. Tell how you maintain work-life balance
5. Connect your answer to the job requirements





"How do you prioritise your work?"

1. Describe how you schedule your day

"As soon as I get to work, I record the assignments I need to complete and list them in order of highest to lowest priority based on the due dates. This helps me manage my workflow and keeps me on track with what I need to get done for that day."

2. Explain how you shift between priorities

"My daily task list helps me manage a steady workflow, but I understand that priorities can shift unexpectedly. Knowing this, I try to limit the number of daily tasks and save time in the event that I need to make adjustments for any changes to my daily workload."

3. Discuss how you set your deadlines

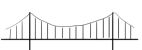
"I always communicate with my team lead about expected due dates for my assignments first. Then I create my own deadline based on my assigned due dates. Typically, I like to give myself at least a day or two in advance, that way I can complete my work and still have time to review everything thoroughly before turning it in."

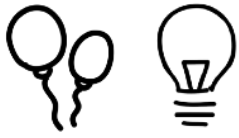
4. Tell how you maintain work-life balance

"If I'm working on an assignment that I know will take some time to complete, I communicate with my manager as soon as possible to let them know. If I feel like my workload is getting unmanageable, I speak with my team lead to discuss which tasks I can move to the bottom of my priority list. This helps keep me from getting overwhelmed, and I can reevaluate my expectations about my deadlines."

5. Connect your answer to the job requirements

"I prioritise my work according to company objectives and what is expected of me as an office administrator. I organise my workload to reflect my most urgent priorities, such as corresponding with clients and communicating team updates. I follow my urgent tasks with my important organisational tasks, like creating the topic outlines for our monthly team conferences. When I prioritise my work this way, I still have room for any changes in priorities while maintaining a healthy balance between my work and personal life."





PURPOSE - to see an example of a to do list and a day diary.

THINGS TO DO:

◀▶

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

May 2021

Bealtaine • Mayo • Maj • Mai • Mai

Week 18

1 Wednesday

121 - 244

8 am

9

10

11

12

1 pm

2

3

4

5

6

7

8

Priority

MAY 2019						
Su	Mo	Tu	We	Th	Fr	Sa
18		1	2	3	4	5
19	6	7	8	9	10	11
20	12	13	14	15	16	17
21	18	19	20	21	22	23
22	24	25	26	27	28	29
30	31					

May 2021

Bealtaine • Mayo • Maj • Mai • Mai

Week 18

2 Thursday

122 - 243

8 am

9

10

11

12

1 pm

2

3

4

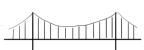
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6

7

8

Priority





PURPOSE - to give ourselves an opportunity to capture our feelings and some thoughts.

CONNECTIONS

MY FEELINGS ABOUT WHAT I HAVE
LEARNED ARE...

CONCEPTS

THE MOST IMPORTANT
CONCEPTS I LEARNED ARE ...

CONCRETE

WHAT I PLAN TO DO WITH WHAT I
LEARNED ... my action points.

CONCLUSION

A FINAL COMMENT, SUGGESTION
QUESTION thing buzzing in my
head..

