

Manage Your Time, Your Work & Yourself



Self-Generated Time Wasters

D _____

P _____

Inability to say N _____

Lack of I _____

B _____

G _____

Unnecessary P _____

Environmental Time Wasters

V _____

T _____ calls

M _____

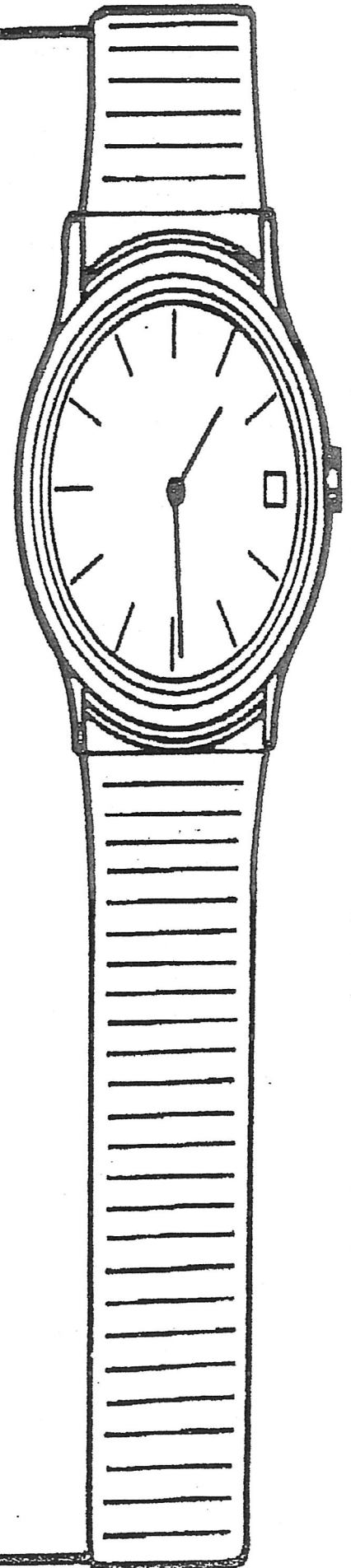
W _____ for someone

Unproductive M _____

C _____

C _____ conversations

U _____ reports



Phone Interruptions
Causes & Solutions

1. **No plan for handling**
 - ◆ Develop plan to screen, delegate, and consolidate.
2. **No plans for unavailability**
 - ◆ Quiet hour; screening; set hours for taking calls.
3. **Lack of delegation**
 - ◆ Delegate more. Refer calls to delegates. Plan calls. List points to be discussed.
4. **Inability to terminate conversation**
 - ◆ Learn, practice techniques: Preset time limit ("Yes, I can talk for a few minutes"). Foreshadow ending ("Ann, before we hang-up....."). Be candid ("Sorry, Joe, got to go now").
5. **Ineffective screening**
 - ◆ Analyze problem. Develop plan. Discuss with associates to avoid surprise and offense. Discuss with support staff to ensure understanding and confidence. Implement. Your support of your support staff!



Drop-In Visitors
Causes & Solutions

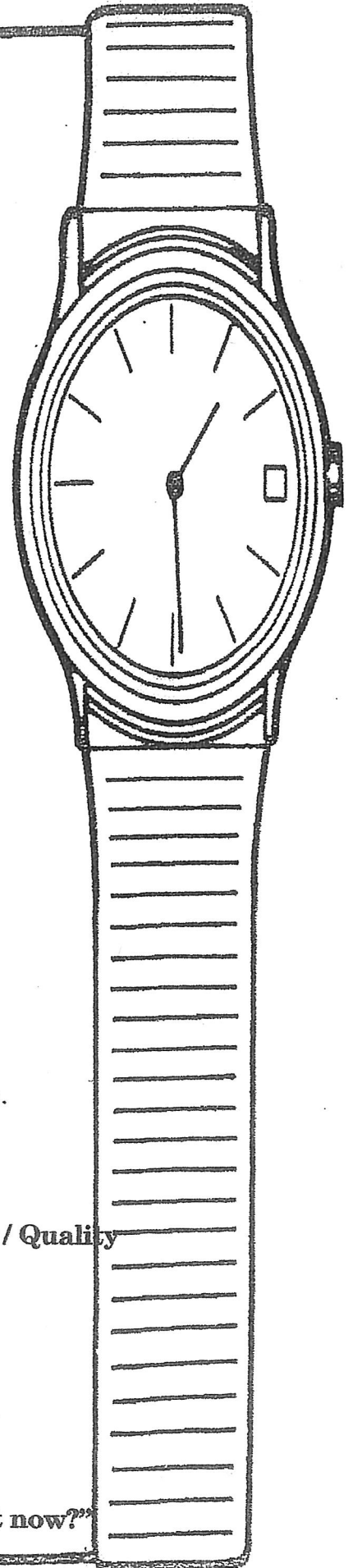
1. **No plan for handling**
 - ◆ Develop plan to screen. Arrange appointments
2. **Ego, feeling of importance**
 - ◆ Recognize. Don't overestimate importance to others of your availability. Plan social visits at coffee or lunch.
3. **Desire to be available**
 - ◆ Distinguish between being available for business and for socializing.
4. **No plans for unavailability**
 - ◆ Modified open door; quiet hour; screening hideaway.
5. **Fear of offending**
 - ◆ Don't be oversensitive.
6. **Open-door policy**
 - ◆ Recognizing "open door" does not mean physically open, but open to those who need assistance. Modify your open door by closing it regularly for periods of concentration
7. **Requiring subordinates to check with you excessively**
 - ◆ Manage by exception. Accept information concerning only deviations from plan. Schedule regular meetings to handle multiple items arising between meetings.
8. **Inability to terminate visits**
 - ◆ Go to offices of others. Meet them outside your office. Stand up upon entry and keep standing. Preset time limit on visit. Foreshadow end ("Is there anything else before I leave?").
9. **Boss, persistent friends**
 - ◆ Develop subtle techniques. Remind boss of something you have to do for them. Be candid.
10. **Poor physical location, heavy traffic pattern, or door**
 - ◆ Change if possible. Find hideaway to take quiet hour.

Paper Work
Causes & Solutions

1. **Indecision**
 - ◆ Read it once, and handle it.
2. **Procrastination**
 - ◆ Do it now. Eighty percent of daily intake can be disposed of on first handling. The average manager disposes of only 20 percent.
3. **Not delegating**
 - ◆ Do nothing you can delegate. Divorce yourself from detail and routine. Remember paper follows responsibility that has been delegated.
4. **Perfectionism**
 - ◆ "Its it adequate?" (not perfect) should be your standard.
5. **Hoarding**
 - ◆ Get rid of it, keep it moving.
6. **Over filing**
 - ◆ Code to indicate filing life:
P = Permanent
M = Medium
T = Temporary
7. **Leaving tasks unfinished**
 - ◆ Complete tasks before putting them down.
8. **Attempting too much at once**
 - ◆ Be realistic.
9. **Lack system**
 - ◆ Develop system for simplifying paper work reduce copies; standardize forms; reduce report length and number where possible; screen selectively; delegate; file selectively, alphabetically, and with cross references; control record retention.
10. **Slow reader**
 - ◆ Screen and select with discrimination. Scan for essentials. Take a speed-reading course.

Getting More Done with Less

1. Adopt the **IGDS Philosophy**.
2. Take a few **Hours** to plan the next twelve **Months**.
3. Develop **One** system.
4. Keep Your daily planner **Close**.
5. Create and maintain a **To Do List**.
6. Do **First** things **First**.
7. Determine what is **Urgent** and/or **Important**.
8. Delegate **Responsibilities**.
9. Prioritize only **Two** tasks at a time.
10. Know your **Biological** time clock.
11. Schedule **Thinking** time.
12. Learn to say "No" **Three** times.
13. Deal with mail only **Once**.
14. Old Mail? **Action - Better** Read - **Can** Throw Piles.
15. Determine when **Good** is **Good** enough.
16. Be prepared to compromise: **Quickness / Quantity / Quality**
17. Analyze your **Errands**.
18. Do **Two** things at the same time - some times.
19. Minimize **Telephone** and **Television**.
20. Ask yourself, "What's the best use of my time right now?"



Write Four “Thank You” Notes

From a Family Member:

From a Friend:

From a Coworker:

From Your Contact at a Volunteer Organization:

How to Set Priorities

Lester R. Bittel

Step 1: *Make a list of all the activities you must do tomorrow.*

If you work in an office, consider all the items in your in-basket. Include the notations on your calendar for appointments and meetings. List the people you plan to talk with, the reports or tallies you will work on, and the routine work you must do.

If you work in another setting, such as manufacturing, consider all your interactions, such as arranging for materials, dispatching, giving directions, and responding to requests.

Step 2: *Apply the four analysis ratings to each activity.*

1. Intrinsic Importance
2. Urgency
3. Potential for Delegation
4. Communication Frequency

Step 3: *Set priorities for the items on your list.*

Step 4: *Eliminate all activities that you have identified as having a potential for delegation.*

Step 5: *Estimate the time needed for each communication.*

Step 6: *Reconstruct your list to reflect steps 4 and 5.*

Urgent

Not Urgent

Important

I

- Crises
- Pressing problems
- Deadline-driven projects, meetings, preparations

II

- Preparation
- Prevention
- Values clarification
- Planning
- Relationship building
- True re-creation
- Empowerment

Not Important

III

- Interruptions, some phone calls
- Some mail, some reports
- Some meetings
- Many proximate, pressing matters
- Many popular activities

IV

- Trivia, busywork
- Junk mail
- Some phone calls
- Time wasters
- "Escape" activities

Urgent

Not Urgent

Important

I

II

Not Important

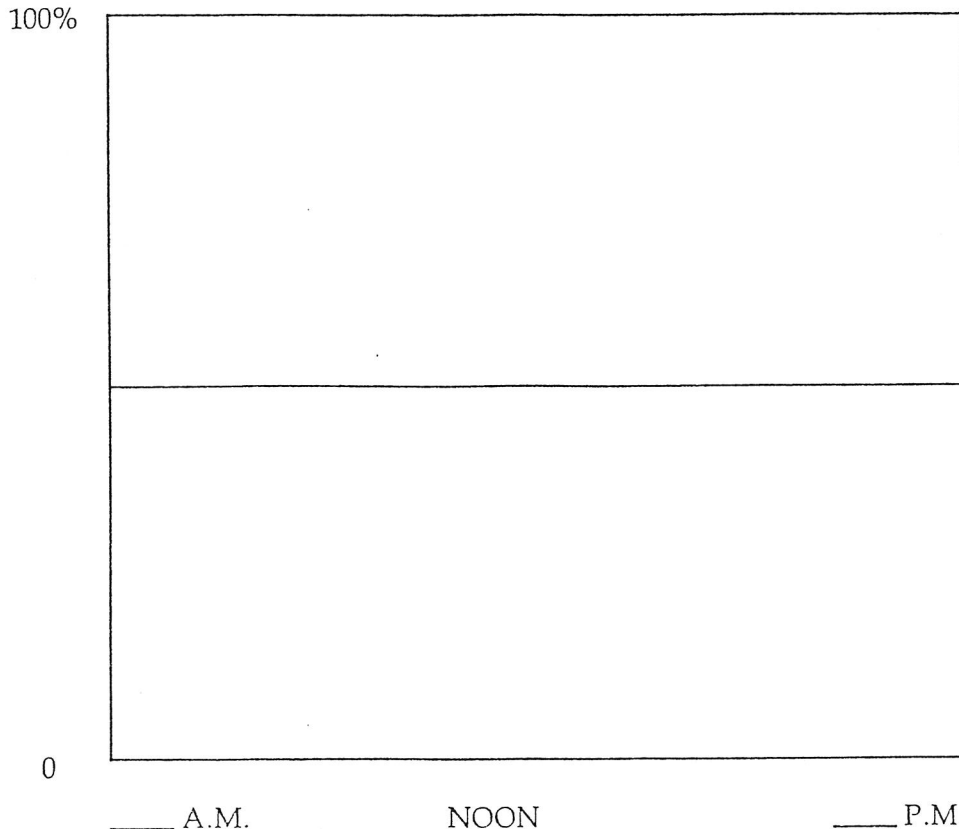
III

IV

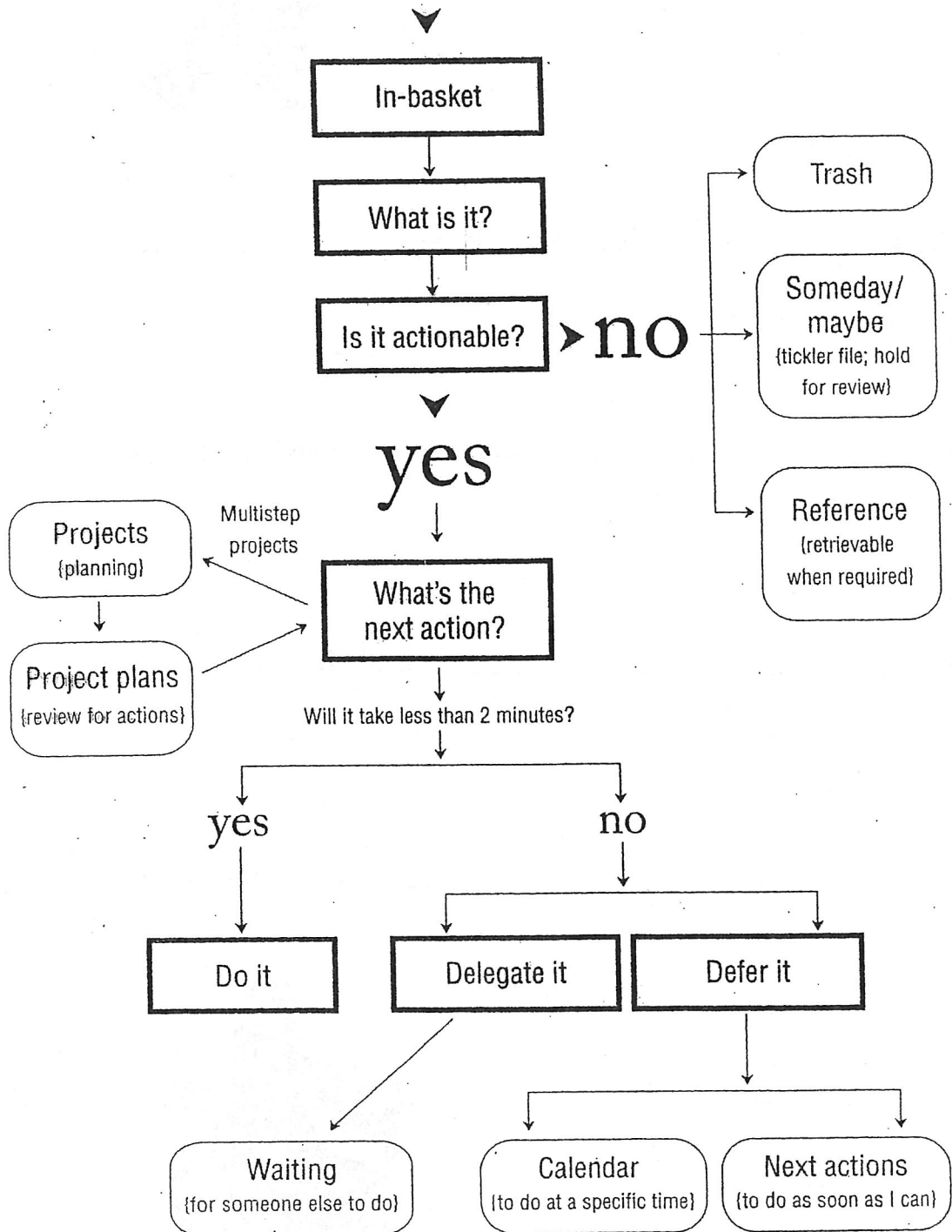
Six Skills of an Effective Delegator

1. C_____ the assignment.
2. Specify the subordinate's range of A_____.
3. Allow the subordinate to P_____.
4. Inform O_____ that delegation has occurred.
5. Establish feedback C_____.
6. When problems surface, insist on
R_____ from the subordinate.

Fill in the beginning and ending time of your day on the following diagram. Then draw a line through the day reflecting your typical energy cycle.



“stuff”



Daily Log

Day of Week: M T W T F

Date: _____

Time	Activity	Comments
7:00		
7:30		
8:00		
8:30		
9:00		
9:30		
10:00		
10:30		
11:00		
11:30		
12:00		
12:30		
1:00		
1:30		
2:00		
2:30		
3:00		
3:30		
4:00		
4:30		
5:00		

Was this day: _____ Typical?

Comments: _____

_____ More busy?

_____ Less busy?

Turning “Stuff” into Objectives

Stuff: Information without an outcome or action step

1. An objective should specify an outcome that is

- measurable
- attainable
- observable
- specific

2. An objective should include an action verb

By the end of . . . (the day, week, year, etc.) I should be able to . . . (action verb—complete, purchase, buy, sell) . . .

3. After writing the objective, identify the next step to achieve the outcome

make a phone call
send an e-mail
call a meeting
talk with X

Writing Objectives: Focus on the Verb

Directions:

Cross out verbs (action words) that aren't helpful in writing goals:

feel
complete
learn
write
list and describe
send
select
value
believe
trust
demonstrate
perform
present
solve
appreciate
operate
build
eliminate

Add two more useful verbs:

1. _____
2. _____

What are your objectives?

1. Write individual work-related objectives in the space below.

- A. By the end of this day I will accomplish the following:

- B. By the end of this week I will accomplish the following:

- C. By the end of this month I will accomplish the following:

- D. Within the next 12 months I will accomplish the following:

2. Write personal (non-work related) objectives in the space below.

- A. By the end of this day I will accomplish the following:

- B. By the end of this week I will accomplish the following:

- C. By the end of this month I will accomplish the following:

- D. Within the next 12 months I will accomplish the following:

Family Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

Educational Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

Social Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

Physical Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

Career Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

Financial Goals

1. What do I want?
2. Deadlines for Accomplishment?
3. Obstacles to Overcome.
4. The People, Groups, or Organizations I Need to Work With?
5. The Knowledge and Skill to be Acquired.
6. My Plan of Action.

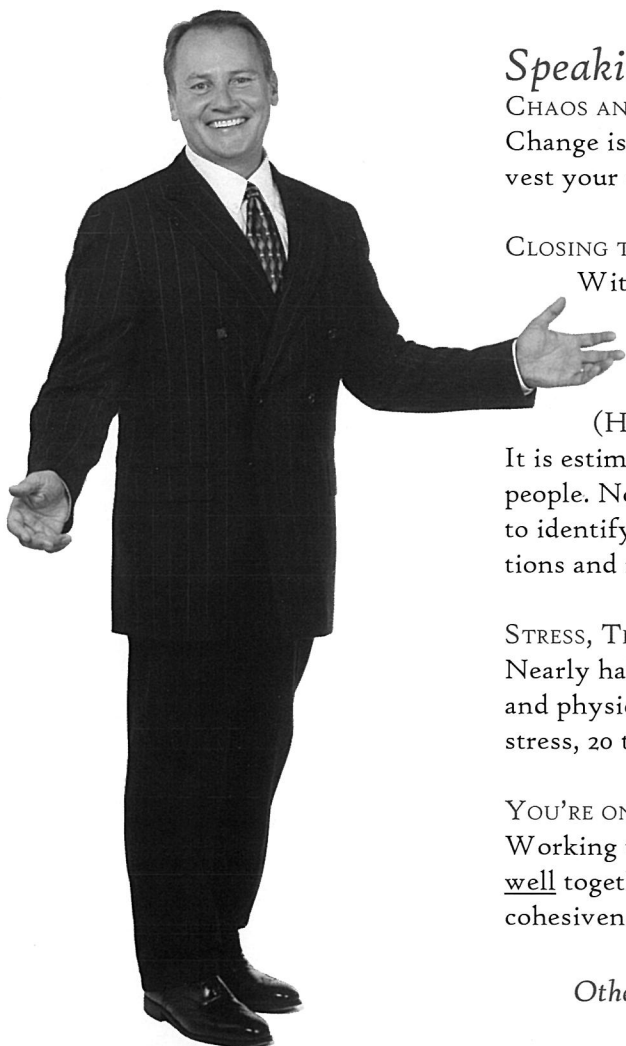


Work together, better.



When Kit Welchlin steps up in front of a group, it's as a teacher, an entertainer and down-to-earth guy. This approach has helped him earn the respect and appreciation of audiences for years across a wide variety of organizations. Often described as "high energy" and "entertaining," he weaves his special blend of entertainment with practical strategies that enhance listeners' personal and professional lives. Because Kit's goal is for each presentation to feel like a personal experience for the audience, he often customizes his content, sharing proven methods and techniques that are truly relevant.

Kit's gift is his ability to transform his audience to active participants who feel like they've engaged in a conversation. At the end of the speech, workshop or presentation, audiences walk away energized and informed, armed with new tools and strategies, and believe their time with Kit was very well spent.



Speaking Topics

CHAOS AND CHANGE: BECOME A QUICK-CHANGE ARTIST

Change is becoming the norm, to resist it can ruin your career. Learn to invest your energy in finding and seizing the opportunities brought by change.

CLOSING THE GAPS: GENDER AND GENERATIONAL COMMUNICATION

With four different generations converging on the workplace, everyone needs to be equipped with practical strategies to deal with the differences. Learn to sort through stereotypes, and identify strengths.

(HOW TO WORK WITH) BULLIES, TYRANTS AND JERKS

It is estimated that 20 percent of our population can be classified as difficult people. No matter where you go, there will be at least one to deal with. Learn to identify types of difficult people and strategies for controlling your emotions and responding appropriately.

STRESS, TIME & PROCRASTINATION: ARE YOU A BURNOUT?

Nearly half the nation's workers say job stress is destroying their mental and physical health, and eroding productivity. Learn 30 techniques to relieve stress, 20 time management techniques and five steps to stop procrastination.

YOU'RE ON A TEAM, YOU MAY AS WELL BE GOOD AT IT

Working together is a difficult, complicated communication task. Working well together is a necessity. Learn how to participate effectively and build cohesiveness on a team in this fast-paced & activity-filled program.

Other topics are available, see www.welchlin.com for complete list.

“ Helping
People

Get More Done in Less Time ”

AND

“ Helping
Organizations

Get Their People to Work Together Better ”

Chaos & Change Management • Customer Service • Difficult People • Gender Communication
Generations at Work • Interpersonal Communication • Leadership • Listening • Persuading & Influencing
Problem-Solving/Decision-Making • Self-Esteem • Stress, Time & Procrastination • Team Building

