



Member of Qatar Foundation

# Time & Priority Management

“The bad news is time flies. The good news is you're the pilot”

*January 18, 2015*

*Movenpick West Bay, Doha*

## Workshop Agenda

Introduction

Jar Exercise

SMART Goals & Focus

Priority Matrix

Planning Your Week

Time Bandits

Managing Interruptions

Workspace & Email Management

Wrap-up

## Facilitator Contact Information

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# Learning Outcomes

On successful completion of the course the participant will learn:

- To understand and identify priorities at work and how SMART objectives help create focus
- How to use practical time management tools to focus on priority tasks
- To organize workspaces and email for maximum efficiency
- Techniques and strategies to avoid time-wasters and interruptions



## Jar Exercise



How can you fit in objects of varying sizes into the jar most effectively? What order did you put them in?

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What can you take away from the Jar Exercise?

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SMART Objectives	
Specific	Make sure your objective has clarity
Measurable	Make sure you identify appropriate way to measure the objective
Achievable	Make sure the objective is realistic and can be completed
Relevant	Make sure your objective are consistent with your other goals and outcomes
Time-bound	Make sure you have a timeline that is achievable

**Not a SMART objective**

Write Sidra policies.

**SMART objective**

Complete all policies required for opening the department by March 2015.

**Not a SMART objective**

Deliver timely support services that satisfy my internal customers.

**SMART objective**

Achieve a 90% satisfaction rating for support services delivered with an average delivery time of 2 days per request, for all services delivered between August 2014 and July 2015.

What are your workplace SMART objectives?

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Comparing to your activities over a typical 2 day period, how much of what you do is directly linked to your SMART objectives?

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## Urgent and Important Tasks



### Urgent Tasks

- Demand immediate attention
- Often associated with someone else's goals
- Often what we concentrate on the most
- Consequences of not acting on these tasks are more immediate

### Important Tasks

- Have outcomes that relate directly to the achievement of your goals
- Can be both professional and personal goals
- May not be as immediate in focus



## The Priority Matrix

	Urgent	Not Urgent
Important	Quadrant 1 <b>Do Now</b>	Quadrant 2 <b>Plan To Do</b>
Not Important	Quadrant 3 <b>Reject Nicely</b>	Quadrant 4 <b>Resist and Avoid</b>

### General Notes:

- Sourced from the Seven Habits of Highly Effective People by Stephen Covey
- People who are poor at time management spend most of their time in Quadrants 1 and 3
- You should spend most of your time on Quadrant 2 activities as these bring longer term results

### Quadrant 1: Do Now

- Both important and urgent
- Items that need to be dealt with immediately and should be your first priority items
- Examples:
  - Emergencies and crisis issues
  - Information demands from superiors or customers
  - Urgent complaints
- Tips for managing Quadrant 1 tasks:
  - If you have multiple Quadrant 1 tasks, prioritize by relative urgency
  - Identify actual urgency by probing task originators about actual requirements and deadlines
  - If an unplanned tasks, try to break into two, dealing with most urgent need and plan to do the remainder of the task at a later date, making it a Quadrant 2 task

## Quadrant 2: Plan To Do

- Important but not necessarily urgent
- Items that need to be planned for, and contribute to the long-term achievement of goals, but often the most neglected
- Examples:
  - Preparation and planning
  - Research and investigation
  - Strategy development
- Tips for managing Quadrant 2 tasks:
  - Plan timeslots for these tasks
  - Inform others of your schedules to ensure work is uninterrupted, e.g. a visible schedule
  - Consider working in a quiet place
  - Break bigger tasks into smaller tasks and plan timeslots for each

## Quadrant 3: Reject Nicely

- Urgent but not important
- These kind of tasks should be minimized or eliminated
- Examples:
  - Trivial or off-loaded requests from others
  - Ad-hoc interruptions
  - Pointless meetings, i.e. no agenda or outcomes
- Tips for managing Quadrant 3 tasks:
  - Where possible, reject politely and diplomatically
  - Explain why you cannot complete these tasks and help find another solution, may include delegating to someone else, or reshaping task to be more strategic
  - If faced by repeating Quadrant 3 demands, create a project to resolve the root causes

## Quadrant 4: Resist and Avoid

- Neither urgent nor important
- Trivial time-wasters with little or no added value
- Examples:
  - Internet surfing
  - Irrelevant emails
- Tips for managing Quadrant 1 tasks:
  - Activities have no positive outcomes, so time wasted on them becomes demotivating
  - Often related to stress or frustration, if there is a deeper root cause, address it
  - Resist temptation by having a clear structure and schedule for daily tasks

## Your Priority Matrix (Your Past 2 Working Days)

<b>Do Now</b>	<b>Plan To Do</b>
<b>Reject Nicely</b>	<b>Resist and Avoid</b>

## Your Priority Matrix (Looking Forward)

<b>Do Now</b>	<b>Plan To Do</b>
<b>Reject Nicely</b>	<b>Resist and Avoid</b>

# Week Planner



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Week of:	Sunday	Monday	Tuesday	Wednesday	Thursday
Project: Goals:	Today's Priorities:	Today's Priorities:	Today's Priorities:	Today's Priorities:	Today's Priorities:
Project: Goals:					
Project: Goals:	7:30	7:30	7:30	7:30	7:30
Project: Goals:	8	8	8	8	8
Project: Goals:	8:30	8:30	8:30	8:30	8:30
Project: Goals:	9	9	9	9	9
Project: Goals:	9:30	9:30	9:30	9:30	9:30
Project: Goals:	10	10	10	10	10
Project: Goals:	10:30	10:30	10:30	10:30	10:30
Project: Goals:	11	11	11	11	11
Project: Goals:	11:30	11:30	11:30	11:30	11:30
Project: Goals:	12	12	12	12	12
Project: Goals:	12:30	12:30	12:30	12:30	12:30
Project: Goals:	1	1	1	1	1
Project: Goals:	1:30	1:30	1:30	1:30	1:30
Project: Goals:	2	2	2	2	2
Project: Goals:	2:30	2:30	2:30	2:30	2:30
Project: Goals:	3	3	3	3	3

## Time Bandits

Time Bandit 1:

Time Bandit 2:

Time Bandit 3:

Time Bandit 4:

**Time Bandit 5:**

**Other Notes:**



# Interruptions



<p><b>Unnecessary Interruptions</b></p> <ul style="list-style-type: none"> <li>• Deal with these politely but assertively</li> <li>• It's often acceptable to say "no" to requests and tasks if: <ul style="list-style-type: none"> <li>○ You are busy</li> <li>○ Someone else can handle it</li> <li>○ It isn't important</li> <li>○ It can be done later</li> </ul> </li> </ul>	<p><b>Uncontrollable Interruptions</b></p> <ul style="list-style-type: none"> <li>• No matter how hard you try there are still interruptions</li> <li>• Ask to schedule a more convenient time</li> <li>• If it has to be done now, quickly set boundaries</li> <li>• For example, say you have 5 minutes and stick to this!</li> </ul>
<p><b>Urgent and Valid Interruptions</b></p> <ul style="list-style-type: none"> <li>• May be pre-empted by having routine meetings</li> <li>• Plan for how much time these interruptions take each week and plan time in schedule to deal with them</li> <li>• Handle urgent issues as they arise but help others be as effective as possible to avoid ongoing interruptions</li> </ul>	<p><b>Phone Call Interruptions</b></p> <ul style="list-style-type: none"> <li>• Consider silencing your mobile phone and forwarding calls to voice mail</li> <li>• That way you can deal with calls by priority and at times that suit you</li> <li>• Especially important when you have scheduled time for Quadrant 2 tasks</li> </ul>

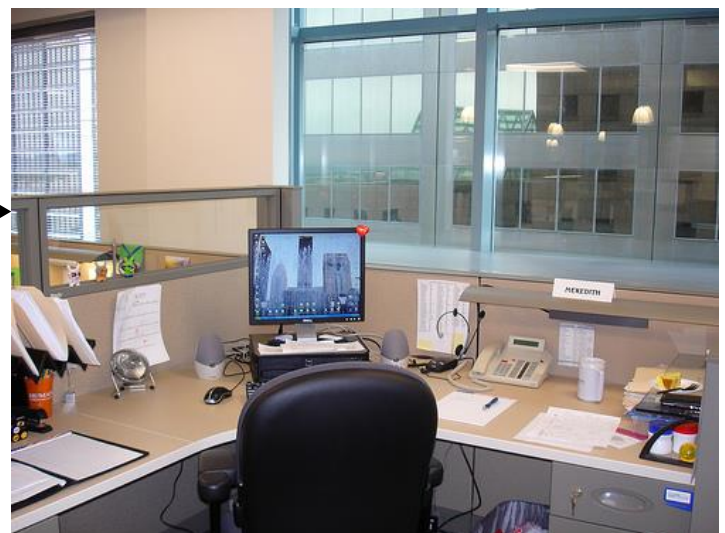
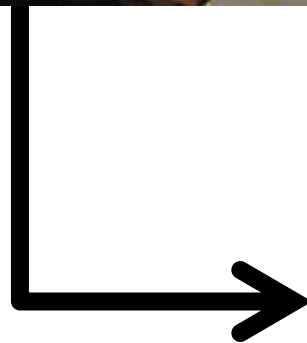




## Workspace Management

Misplaced items cost us ten minutes a day

Assuming half of that is while at work, that's nearly 1300 minutes a year, or about half a 40 hour work week





# Email Management

## Reclaim Your Inbox!

### Step 1: Reduce Email to Your Inbox

- Turn off social media notifications
- Unsubscribe from lists
- Set up a separate email address
- Set up filters



### Step 2: Manage Your Emails

- Step up a folder system
- Check emails intermittently
- Scan and Action (the 2 minute rule)
- Respond at set times



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