

**Time & Priority Management**

Sidra Medical & Research Center

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**Workshop Agenda**

Introduction

Jar Exercise

SMART Goals & Focus

Priority Matrix

Planning Your Week

Time Bandits

Managing Interruptions

Workspace & Email Management

Wrap-up

**Course Developed by**

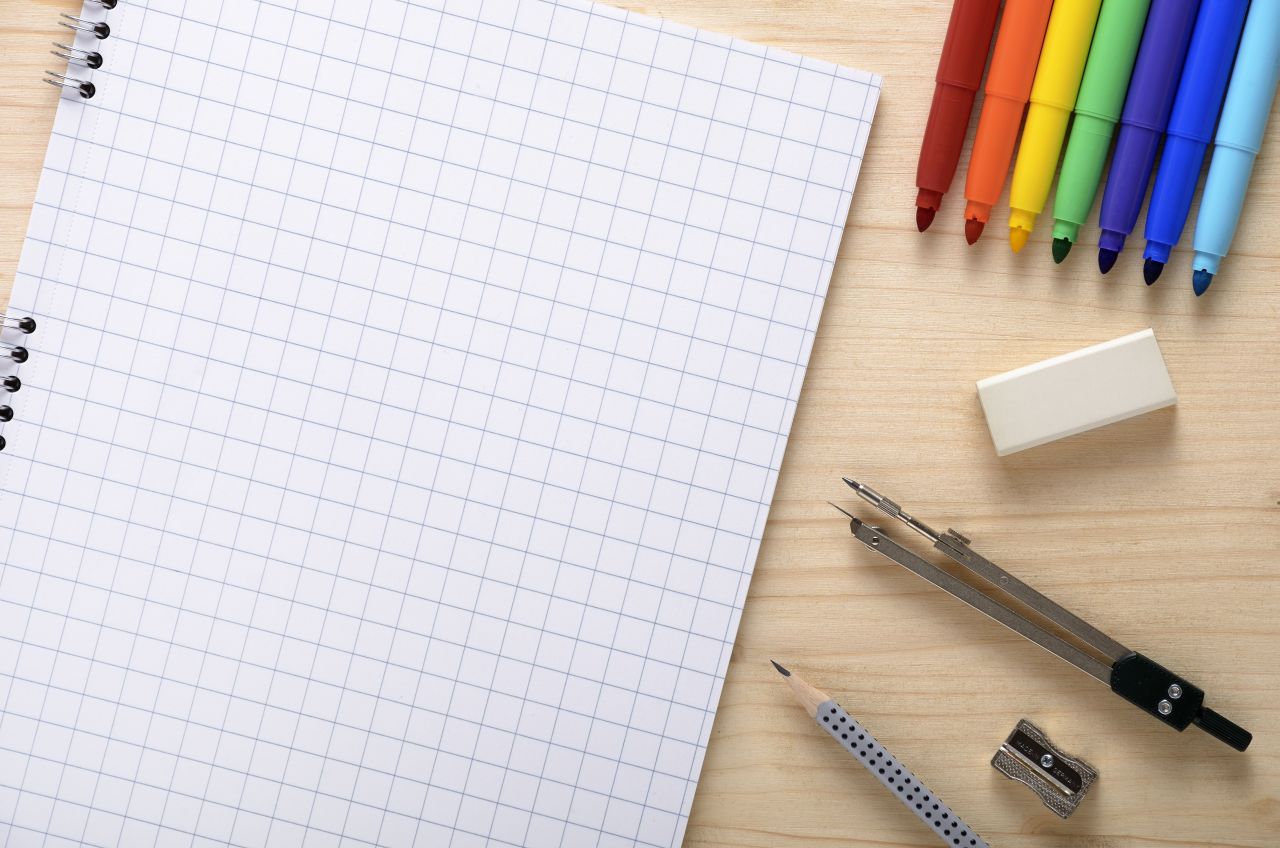
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**Contact Information**

**Organizational Learning**

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**Learning Outcomes**

On successful completion of the course the participant will learn:

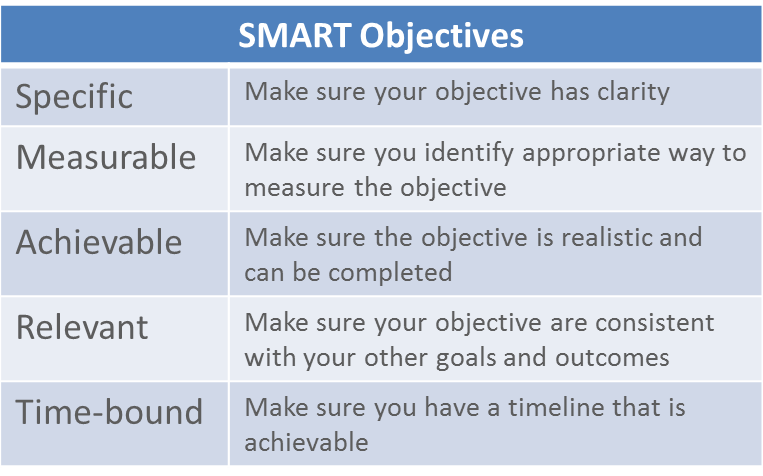
* To understand and identify priorities at work and how SMART objectives help create focus
* How to use practical time management tools to focus on priority tasks
* To organize workspaces and email for maximum efficiency
* Techniques and strategies to avoid time-wasters and interruptions

**Jar Exercise**



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

What can you take away from the Jar Exercise?



**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?

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

**Urgent and Important Tasks**



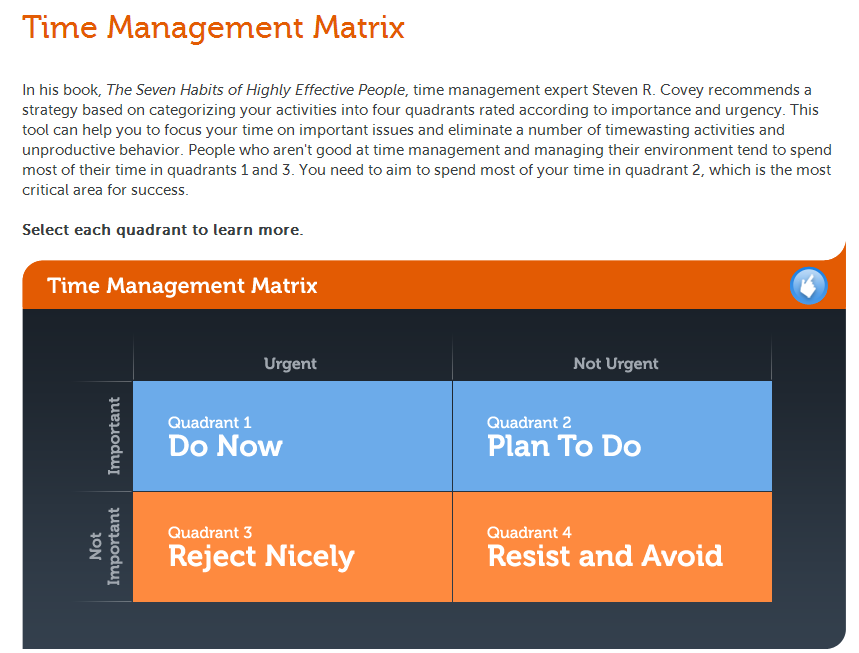
**Urgent Tasks**

* 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**



**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**

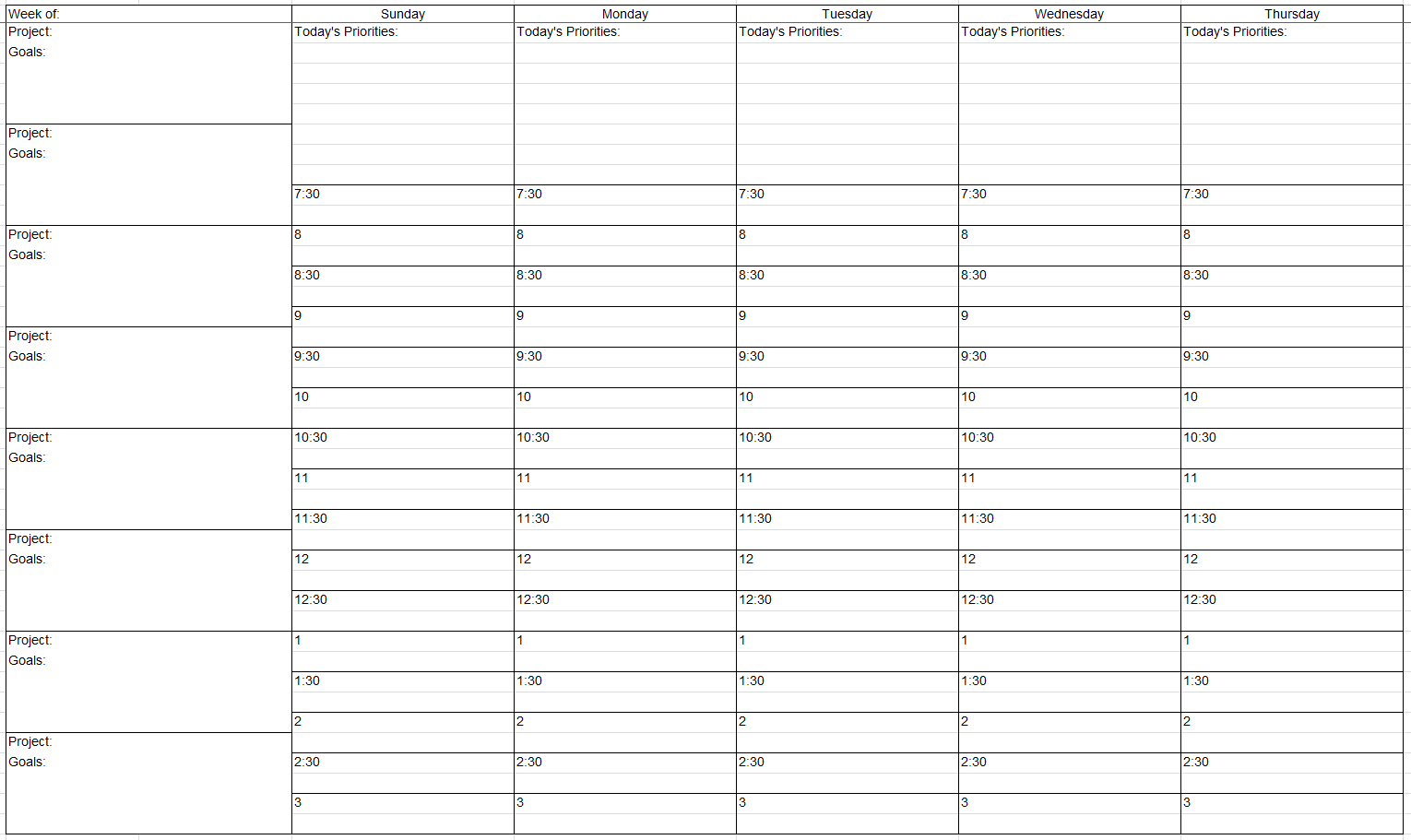
* Neither urgent nor important
* Trivial time-wasters with little or no added value
* Examples:
  + Internet surfing
  + Irrelevant emails
* Tips for managing Quadrant 1 tasks:
  + Activities have no positive outcomes, so time wasted on them becomes demotivating
  + Often related to stress or frustration, 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)**

|  |  |
| --- | --- |
| **Do Now** | **Plan To Do** |
| **Reject Nicely** | **Resist and Avoid** |

**Your Priority Matrix (Looking Forward)**

|  |  |
| --- | --- |
| **Do Now** | **Plan To Do** |
| **Reject Nicely** | **Resist and Avoid** |



**ow can you fit in objects of varying sizes into the jar most effectively? What order did you put them in?TiTTime Bandits**

|  |
| --- |
| Time Bandit 1: |
| Time Bandit 2:  Time Bandit 3: |
| Time Bandit 4:  Time Bandit 5: |
| Other Notes: |

**Interruptions**

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|  |  |
| --- | --- |
| **Unnecessary Interruptions**   * Deal with these politely but assertively * It’s often acceptable to say “no” to requests and tasks if:   + You are busy   + Someone else can handle it   + It isn’t important   + It can be done later | **Uncontrollable Interruptions**   * No matter how hard you try there are still interruptions * Ask to schedule a more convenient time * If it has to be done now, quickly set boundaries * For example, say you have 5 minutes and stick to this! |
| **Urgent and Valid Interruptions**   * May be pre-empted by having routine meetings * Plan for how much time these interruptions take each week and plan time in schedule to deal with them * Handle urgent issues as they arise but help others be as effective as possible to avoid ongoing interruptions | **Phone Call Interruptions**   * Consider silencing your mobile phone and forwarding calls to voice mail * That way you can deal with calls by priority and at times that suit you * Especially important when you have scheduled time for Quadrant 2 tasks |

**Interruption Scenarios**

Think of some examples of common interruptions:

Notes from Role Play:

**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



How would you move from the messy workspace to the tidy workspace pictured?

**Email Management**

**Reclaim Your Inbox!**

|  |
| --- |
| http://gigaom2.files.wordpress.com/2011/06/inbox.jpg**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   **http://i.kinja-img.com/gawker-media/image/upload/s--mE-eBl_0--/c_fit,fl_progressive,q_80,w_636/u85oqangj6qvpceyzy4n.png** |

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