

Soft-Train



*At Soft-Train
Technology Works*

Time Management (3 Days)

COURSE GOAL: To provide the student with the skills necessary to become better at time management.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Manage time beyond the next year
- Address the 20 biggest time wasters
- Use time to live and work more effectively.

KEY TOPICS:

I. Why is Time Still Baffles the Best of Us

- A. Distractions, Expectations, Urgency
- B. How Would You Use the Time You Save?
- C. Escape Distractions: Focus Your Time On a Goal
- D. Escape Distractions: Yours and Theirs
- E. Keep Urgency Out of Your Triage Equation
- F. Your Choices, Your Focus, Your Time

II. Time Traps We've Been Taught

- A. Too Many Demands, Too Much Data
- B. Responsiveness and Randomness: Double Trouble
- C. Why Time Wasters Still Surprise Us
- D. Go Graphic to Retool Your Thinking
- E. Sweep Away Five Popular Assumptions
- F. Minimum Requirements for An Integrated Electronic Toolkit
- G. Eradicate Assumptions: The Two-Column To-Do List
- H. Time Management: The Oddest Assumption of All
- I. Self-Management for Goal Attainment

III. How to Connect Goals, Objectives, and Priorities

- A. The Cascade From Goals to Objectives to Priorities

- B.** Goals: Get a Look at Assigners' Horizons
- C.** Making Reality Vivid
- D.** How Matching Objectives Pays Off
- E.** Clear Progression: From Goals to Objectives to Priorities
- F.** Workplace Goals and Objectives: Often Set Above You
- G.** From Corporate Goals and Objectives to Yours
- H.** To Launch a New Objective with Your Team
- I.** How Clear Objectives Pay Off

IV. How to Set Priorities and Hold Them

- A.** Prioritize with Pareto
- B.** Your Overarching Eight Objectives
- C.** The Process of Validating Work
- D.** How Graphic Maps Aid Team Thinking
- E.** Criteria: Foundation for Priorities
- F.** Unify Your Team Around Objectives
- G.** Standard Lead Time Tool: One Cure for Deadline Dementia
- H.** Don't Make Your Managers Fly Blind
- I.** Show Risks: Offer Options

V. How to Tame the Time Log

- A.** How Logging Got a Bad Name
- B.** Selectivity: The Most Vital Secret
- C.** Bracketing Red Zones with Contact Cushions
- D.** Logging Choices: Low or High-Tech

- E.** Hidden Clues: Five Cautions
- F.** Analyze Your Log to Maintain Momentum

VI. Management by Crisis

- A.** Is this a Crisis or a Quirk at Work?
- B.** Planning for Prevention: Seven Smart Options
- C.** Crisis Recovery: A Continuum From Past to Present
- D.** What Not to Do in a Crisis: Three Cautions

VII. Inadequate Planning

- A.** How Planning Protects Priorities
- B.** Your Number One Take-Away on Planning
- C.** Multiple Demands Require Greater Clarity
- D.** Multitasking? Warning Your Boss Early
- E.** Three Barriers to Maintaining Priorities
- F.** Triage: Defined on Survivability, Not Scheduling
- G.** Set Your Criteria to Plan and Validate Work
- H.** Planning: The Key to Good Partnering

VIII. Inability to Say No

- A.** The Harsh Sound of "No"
- B.** Know When to Decline a Request
- C.** Give No Quarter on Ethical Issues
- D.** Nonassertive Responses to Avoid
- E.** Buy Time When Demands Floor You
- F.** Cure Yourself of People Pleasing
- G.** You Can Even Rescind an Errant Yes

- H. When Solely Tempted to Say Yes
- I. Let Your Team Turn You Down
- J. Support Your Troops in the Matrix

IX. Poor Communication

- A. The Most Natural of Activities
- B. Eight Secrets of Skillful Sending
- C. Robust Receiving: Eleven Avenues for Listening
- D. Good Listening Actually Takes Less Time
- E. Visual Cues Help Managers Listen: Case in Point
- F. Body Language: Another Face-to-Face Advantage
- G. Handling Conflicts: The Biggest Challenge
- H. Rely on the Power of the Eye

X. Poorly Run Meetings

- A. Meetings: Which Types Do You Attend?
- B. Let's Admit it: Meetings Satisfy Our Social Hunger
- C. How to Reorganize Your Thinking About Meetings
- D. Managing Human Behaviors at Meetings
- E. How to Decline Attending a Meeting
- F. Political Savvy Saves Time
- G. Some Suggestions For Keeping Good Order

XI. The World Gone Virtual

- A. How's Your E-Learning Curve?
- B. Your Unavoidable E-Requirements

- C. Cool Tools Need Careful Users
- D. How Technology Leverages Time

XII. E-Mail Mania

- A. Our Problems with E-Mail
- B. Why Doesn't Volume Shock Us More?
- C. Ten Worst E-Mail Issues and Some Better Ideas
- D. Set E-Mail Etiquette Teamwide

XIII. The Untamed Telephone

- A. The B2B Quest for Live Service
- B. Conference Calls Save Money and Time
- C. Planning is Key, Even on Simple Calls
- D. Upgrade Some Courtesies at Your End
- E. Senior Executives Need Skilled Screening
- F. Improving Live Service, Day by Day
- G. Sign Off Smoothly

XIV. Information Overload and the Paper Chase

- A. First Challenge: How to Gain The Information You Need
- B. The Second Big Challenge: Manage the Information You Gather
- C. How Administrative Skills Can Build a Business
- D. Clean Up Corporate Paper
- E. Curtail Outgoing Correspondence: Five Suggestions

XV. Confused Responsibility and Authority

- A. Obligations for the Leader Who Confers Power
- B. Feedback: The Delegate's Burden
- C. Five Clarifying Practices
- D. The Right Title Can Make All the Difference
- E. Get Job Descriptions Done Right
- F. Use the Organizations Chart to Clarify Roles, Reduce Overlaps
- G. Bosses: Repeat and Reinforce Change Announcements
- H. Performance Evaluations: Make Metrics Mutual

XVI. Poor Delegation and Training

- A. The Five Myths that Stall Delegation
- B. Task Selection Must Precede Recruiting
- C. Ten Steps to Successful Task Hand-Off
- D. Delegation: No Easy Guarantees
- E. Batter Down Corporate Barriers
- F. Your Overarching Attitude For Success

XVII. Procrastination and Leaving Tasks Unfinished

- A. Career Consequences Accrue
- B. The Remedies are Reachable
- C. Procrastination Takes on Toll on All
- D. Keep a Task Diary as a Restart Tool
- E. Making Time for Top Priorities
- F. Distinguish Important From Urgent, Once and for All

- G. Puzzled By Time Allotment Questions?
- H. Simplest Cure for "Slow to Start; Fail to Finish"

XVIII. Socializing and Drop-In Visitors

- A. Defend Your Right To Focus
- B. Set your Radar to Reduce Random Access
- C. Last-Resort Defensive Moves

XIX. Attempting Too Much

- A. Getting Tired?
- B. Beware Attempting the Superhuman
- C. Let's Look at Perfectionism
- D. Bosses: Take Care of Your Hard Workers
- E. Recognize a Workaholic When You See One

XX. Life Lessons in Time Management

- A. Inherited Gifts
- B. Life Lessons For All of Us

XXI. Where Do We Go From Here?

- A. Building Your Action Plan
- B. Teaching Yourself New Habits
- C. Time Management: A Team Sport