



Time Management Training for Peak Performance

This time management training program teaches attendees how to increase effectiveness by developing action plans, focusing on the activities that contribute to achieving their goals, prioritize tasks, and maintain the discipline needed to complete them. The program provides practical time management techniques for identifying key time wasters, setting boundaries, handling interruptions and maximizing productivity. Participants will learn how to incorporate these techniques into their daily activities by setting goals, writing out objectives and developing a daily action plan that promotes focus, discipline and creativity. Attendees will move from spinning their wheels to taking action along with making a plan for each day and sticking with it.

Ideal Attendees

- Professionals with demands on their time.
- Professionals who need to balance long term objectives with short-term urgent tasks.
- Anyone who wants improved performance out of his or her workday.

Course Objectives

- Increase effectiveness, decrease “downtime” not being productive.
- Minimize the distracting emotions that can accompany heavy workloads.
- Learn to do one thing at a time.
- Recognize what results are intended to be achieved.
- Identify key "time wasters."

Course Outline

- Self-assessment of daily time usage.
- Become aware of habits that need to be broken.
- Techniques to stop dramatizing the deadlines.
- How to minimize feeling frustrated and overwhelmed.
- How to stop the habit of trying to do too many things at once.
- The best ways to identify the critical activities that will bring the daily results that are desired.
- What to say to colleagues and how to arrange your workspace to curb socializing.
- Methods to handle interruptions to include role-playing.
- Categorize activities into offense and defense-controllable and uncontrollable.
- Take correspondence and messaging in “chunks” whenever possible.

<ul style="list-style-type: none"> • Increase self-discipline. • Develop realistic action plans. • Understand the importance of planning and having written goals for each day. • Do the most important things first, not the easiest or most enjoyable. • Curb socializing and interruptions tactfully. • Create an ongoing awareness of how time is managed. • Create a greater sense of control over the workday. • Instill a sense of accomplishment and satisfaction in the workday. • Associate pain with the old habits and pleasure with the new habits. • Develop consistency and persistence with new habits. 	<ul style="list-style-type: none"> • Incorporating Customer Relationship Management (CRM) tools effectively to increase efficiency and sales. • Utilizing the latest technology (smart phones, blackberries, etc. to boost efficiency. • Make the most of Microsoft Outlook applications. • Incorporating plans into daily activities - how to keep the plan from collecting dust by actually turning it into a working "living" document. • Create rituals to help you detach from work and feel more balanced in your life. • To keep from deviating from new habits, participants complete a written commitment/ action steps page. • See more below.
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❖ Where did the time go?

- Learn a simple, easy to use time-log that answers the question precisely and helps you understand your time-management challenges.
- Analyze your use of time during a specific time period.
- Identify your time stealers:
 - Interruptions – E-mail, messaging, coworkers
 - Meetings
 - Tasks you should have delegated
 - Procrastination and indecision
 - Taking too long on tasks.
 - Chatting with co-workers or colleagues.
 - Acting with incomplete information
 - Dealing with team members
 - Crisis management (firefighting)
 - Unclear communication
 - Unclear objectives and priorities
 - Lack of planning
 - Stress and fatigue
 - Inability to say "No"

❖ Explanation of Efficiency (doing things quickly as opposed to slowly) and Effectiveness (doing the right activities that will move you towards the completion of your goals). We don't want to do the wrong things quickly. Too often folks are spending time on the wrong things.

- ❖ Blocks or bottlenecks in time management to be addressed.
 - Are you too stubborn or stuck in your ways?
 - Are you willing incorporate new habits?
 - Are you even aware of your poor habits or ways in which you waste time?
 - Exploring this. Self-reflection on how you may waste time or others may waste your time.
 - Reflection on other bottleneck's to effective time management
 - Are you too nice?
 - Are you too much of a perfectionist?
 - Are you too insecure?
 - Are your overly dramatic? Do you enjoy chaos, and if so why?

- ❖ Motivating people to want to make changes in their routine.
 - What is it currently costing you, when you don't manage your time well?
 - What does is the cost you physically health wise, personally, and professionally?

- ❖ Dealing with interruptions.
 - Curb socializing and interruptions tactfully.
 - What to say to people when they ask you, "Do you have a minute"?
 - How to cut conversations shorter.
 - How to get out of unwanted conversations.
 - How to stop being "too nice" and thinking you have to talk to everybody just because they initiate a conversation with you.
 - Start saying "no" and pushing back professionally and clarifying when requests are thrown at you.

- ❖ Developing better mental focus.
 - Enhancing the executive functions of the brain to include concentration, multitasking, focusing on one task, and memory.
 - Specific brain exercises including mindfulness to increase focus, reduce the "scatterbrain" phenomena and boost other cognitive abilities.

- ❖ Stop letting messaging technologies wreck your day.
 - How often email should be checked.
 - Shutting off the program and shutting off distracting alerts.

- How to use Outlook calendar to set reminders for yourself and keep on top of where you need to be.
 - Create Outlook tasks and sharing with others so task status is known to all.
 - Organize Outlook in box, create folders for each client, start the software application in the calendar view.
 - Other Outlook tips and tricks.
- ❖ What is your system to track what needs to be done and followed up on?
- How is that working for you?
 - What apps should be used.
 - Using salesforce dashboard.
 - Checking the activity level in salesforce dashboard effectively.
- ❖ Learn a step-by-step technique to pinpoint your most important priorities and determine how you must deal with each of them.
- Identify the most important matter and ask, “What is the best use of my time right now?”
 - Develop a “Priority Matrix” so you don't waste time on "urgent" but unimportant tasks.
 - Use the 80/20 rule to increase efficiency.
 - Overcome barriers to asking superiors for direction and for help in setting priorities.
- ❖ Define your objectives and goals as clearly as possible.
- Develop the habit of making lists to enable you to stay on top of priorities and remain flexible to changing priorities.
 - Realize that effective, productive people define what they want to achieve and have written goals, which they review constantly.
 - Include long-term goals on daily activities and in a "to do" list.
 - Understand that without goals or objectives, people tend to drift professionally and feel stressed.
- ❖ How to structure your day.
- Develop a daily action plan to spend your time on the most important project/priority.
 - Do you have a daily action plan? If not why?
 - Answer and use the following six key questions to improve your planning:
 - What results do I intend to achieve? ▪ What must I do to get those results?
 - How much time will each activity require?
 - When will I do each activity?

- What resources and people are available to help me?
 - How much flexibility must I allow for the unexpected things I can't control?
 - Write out a weekly plan, which includes specific goals, activities and priorities.
 - Review plans on a daily basis and reset as your achievements are met.
 - Schedule a specific time each day for the most important tasks.
 - Understand "controllable" vs. "uncontrollable" time and schedule yourself realistically.
- ❖ Delegation
- What can and can't be delegated.
 - What don't people delegate as much as they should?
 - Overcome barriers to delegation.
 - Managing the "Delegation conversation"
- ❖ Developing a "Need to Know" mentality
- Understanding what it costs when people concern themselves with matters they shouldn't be getting involved with.
 - Way to introduce and "sell" the concept.
 - Tackling changing corporate culture one step at a time
- ❖ Meetings- running them effectively
- What a meeting needs to be effective.
 - How to avoid or suggest changes to wasteful meetings.
 - Creating action plans based on a meeting.
- ❖ Completion of commitments/action steps page. Participants define in writing the following:
- The old habits they want to change or eliminate.
 - The new habits they want to develop.
 - Steps I will take to ensure I began strongly.
 - Since consistency and persistence are key to developing new habits to keep themselves from straying I will:
 - Which people I asked to help me and what will I ask of them.
 - The document is signed and dated.
 - Sharing and finding trends.