

Time Management

24 Techniques to Make Each Minute

Count at Work

Thursday, June 30, 2016

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#### Presenter

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- Member of IRS-AIM since 2000
- Highest ranking black direct report to the TE/GE Commissioner
- Longest serving EEOD/EDI Director for the IRS



#### 1. Know How You Use Time

- Each of us is an individual.
- How are you managing your time?
- Assess your time style using three key points as a guide:
  - Know how you feel about time subconsciously
  - Track how you spend your time
  - Assess your control



#### 2. Be Reasonable

#### Myth:

"Time management is just another label for obsessive behavior."

#### Truth:

- An obsession is a persistent and often irrational thought. We all get obsessive about time occasionally. But occasional obsessive actions are not usually a problem.
- More common and more dangerous is a general obsession with time. We all know people who are always frantic or workaholics. They've got to find ways to get to work 30 seconds faster. They've got to be working on a flight or a commuter train. They've got to clean their desks constantly to stay perfectly organized.



## 3. Plan to Enjoy

#### Myth:

"Time management extinguishes spontaneity and joy."

#### Truth:

- People who manage their time well set aside time to enjoy. They know which things should be organized and which should not. People who manage their time poorly have less fun—because of disorganization, foggy priorities, and stress.
- It's important to enjoy working and feel motivated
- Time management can help reduce stress.



## 4. Control Your Space

- Get downtime
- Reduce interruptions
- Know what's possible and what's impossible



# 5. Adapt Time Management Strategies

- Prioritize
- Reflect
- Review

Good Time Management



#### 6. Prioritize with ABCs

- Focus on the important things
- Importance and urgency
- Goal based
- Accountability based
- Nature of activity
- Customized



## 7. Prioritize With Paper

- Use index cards, adhesive notes, magnetic board for flexibility
- Visual effect may help you prioritize
- Possible group discussion and revision
- Possible Shared Authority in Decision Making
- Create tickler file system
- Set priorities at end of day. Review in the morning and adjust if necessary.



## 8. Prioritize and Change

- At the end of each day, grade yourself on task accomplishments (A-F)
- A is done successfully and completely
- F is if the task was not done that day
- B,C and D are in between
- Analyze reasons for all grades other than an A
- Decide what to change for future (tomorrow)



## 9. Prioritize With Payoffs

- Assign value to your time (labor)
- Use high, medium, and low
- Assign priority based upon value of efforts
- Reflect on "What's In It For Me"?
- Create a "Not To Do" list
- Consider delegating and not owning work of others
- Cost out your time when idle or not on task



#### 10. Prioritize With Pareto

- 20% of people do 80% of what is important
- AKA 80-20 rule
- Determine what 20% of your efforts will produce the most 80% return?
- Pick 2 of 10 tasks and do them
- Start with one of five
- Don't just work smart, work smart on the right things



#### 11. Do It On Time

- Don't procrastinate even if unpleasant
- Tackle first thing in the morning
- Break into pieces and accomplish and/or delegate
- Embrace change
- Don't try to be perfect
- Consider consequences of inaction
- Understand your reasons



#### 12. Set Goals and Make Time

- Create specific alone time to concentrate on work
- Use a "Do Not Disturb Sign"
- Send calls to voice mail
- Schedule free time to relax
- Work during other people's nonwork time eg. Lunch, early or late
- Hide from distractions



#### 13. Use Clusters and Patterns

- Clustering the grouping of tasks that have something in common for greater efficiency (ex: research, return calls or photocopy at the same time)
- Personal patterns: Are you a morning, midday, or evening person?
- Determine your natural rhythm to use your time more efficiency
- Work your body: Eat healthy, exercise, rest



## 14. Delegate Effectively

- Identify task/project; chart the flow of task outsource as needed
- Delegate Smart: Let go, let others help determine the right person to do the job
- Explain the task and how a person can benefit from it (developmental assignment).
- Specify your standards, deadlines, reporting method and decision-making authority
- Monitor progress, evaluate the results, and recognize the achievement.



### 15. Just Say No

- Saying no is a crucial skill; people often place demands on our time and energy.
- If someone asks you to do something, determine how much time/energy it requires.
- If you decline, give a good reason, be diplomatic, suggest other ways to help.
- Be courageous, honest, and don't delay saying no.



## 16. Anticipate and Plan

- Plan to save time. Plan for the unexpected. Limit the impact of problems
- Anticipate the supplies, tools, data, and assistance needed to get the job done
- Protect/back-up vital documents at work/home Minimize consequences of a disaster.
- Pay attention to what's happening around you Recognize events that might affect you.
- Build time into schedules: Give early deadlines.



## 17. Socialize Intelligently

- Socializing is number one, of the six greatest time wasters in business
- Socializing in reasonable amounts may increase job satisfaction, raise morale, improve productivity, and quality of work.
- Socializing is affected by personalities, type of job, and activity requirements
- Company monitoring is good, but in extremes it can damage morale and productivity.
- Encourage employees to use their time wisely and productively; maintain balance
  - Extrovert Set limits, keep socializing brief, have quiet times
  - Introvert Take breaks, socialize more and seek solitude



## 18. Keep Track Of Your Things

- Be organized; maintain a filing system for paper/electronic documents
   Minimize misplacing things
- Use the top of your desk only for active cases or projects, and the supplies you use most.
- Prioritize cases, tasks, or projects as A, B, or C; Work on your A's first
- Maintain tickler files. <u>Use Outlook</u> <u>Calendar</u>
- Have a clean desk policy at end of the day; Plan for the next day



### 19. Write Things Down

- Forgetting things
- Use the device that best fits your needs to do this
- Use your mind to save things that really matter
- "50 percent of all you hear or read you'll forget within one minute"



## 20. Travel Wisely

- Commuting and Air Travel
- Multitask in classic style
- Never allow multitasking to become dangerous
- Never allow multitasking to become obsessive
- "If only your office were the only place you worked! But 'office' has become a portable concept"



#### 21. Read Better and Less

- Reading is an essential means of getting useful information
- Read more efficiently and effectively
- Subscribe to publications that summarize books, articles, and other information
- Block out incoming information that's irrelevant
- Toss or recycle any mail that's clearly "junk"
- Limit the unwanted mail
  - www.the-dma.org
- Cancel subscriptions



#### 22. Learn to Say Good-Bye

- Long-winded people
- On the phone
- In person
- Drop-in visitors
- Use your body
- Be blunt
- Monitor yourself
- "If you ever find yourself wondering whether or not you're going on too long about something, you probably are"



## 23. Use Tools Wisely

- Do I need it?
- Do I need all its features?
- Is it easy to use?
- How reliable is it?
- How long will it meet my needs?
- Know what you need
- Get what you want
- Search intelligently and quickly



#### 24. Fit Tools to Your Needs

- Your work environment is important to time management
- E-mail can be great—if you minimize the disadvantages:
  - Be brief, use a clear and interesting subject
  - Don't use all caps
  - Copy only those who need to know
  - Delete messages you don't need to keep
  - Send long messages as attachments, not e-mail text
  - Check your e-mail regularly, but not constantly
  - Check your spelling and grammar
  - Use auto-response when you're away on the road or on vacation



## Cin-dee's Favorite Time Management Techniques

- "Things to Do Today" list for the following day
- Please "Do Not Disturb" signs
- Daily List of Accomplishments
- These are just a few suggested time management techniques that works for me. Find what works best for you.



## Time Management Quote

"Carving out a small amount of time each week to devote to reviewing your goals can work wonders for providing the focus you need to allocate your time productively"





# More Time Management Quotes

- Time is what we want most, but what we use worst. – William Penn
- The Key is in not spending time, but investing it. – Stephen R. Covey
- Every minute we waste in frustration over a task that seems overwhelming is a minute subtracted from the time we've allotted to enjoy life.



#### **Bottom Line**

"Each of us has the same number of seconds to use as we think best, but we don't all use them to best advantage, and we don't all invest them wisely"



#### Resource

Book: Time Management 24 Techniques to Make Each Minute Count at Work

Published by: McGraw-Hill
Professional Education
The Employee Handbook for
Enhancing Corporate Performance

Author: Marc Mancini



## Questions?

