



Public Housing Authorities Directors Association

**Just Get Serious[®]
About Managing Your Time**

Donna Satchell • STARR Consulting & Training
Just Get Serious[®] Seminars & Speeches
770-498-0400 • Donna@JustGetSerious.com
www.JustGetSerious.com

Program Objectives

The objectives are for you to learn how to better manage your time by:

- Getting and staying organized
- Setting and moving forward on your goals
- Prioritizing daily tasks
- Conducting an in-depth time audit
- Managing procrastination
- Handling distractions and interruptions
- Controlling time wasters

Better time management helps you

— — — — — — — — — —

The High Cost of Disorganization

- Disorganized employees waste _____ hours per *week* looking for misplaced items
- Disorganized employees waste _____ hours per *year* trying to find misplaced items.
- *Chronically* disorganized employees waste about _____ per day.
- Employers lose a significant amount of money each year, due to *chronically disorganized* employees.

If their income is \$25,000, employers lose \$_____ per employee.

If their income is \$50,000, employers lose \$_____ per employee.

If their income is \$100,000, employers lose \$_____ per employee.

Note: When chronically disorganized employees enlist others to help them find misplaced documents or items the financial loss increases.

- Approximately _____% of people say they would like to be more organized.

Getting Organized

- Declutter
 - Create piles for everything that is not in its place (“at home”)
 - Designate a time frame to go through the pile(s) each day until you are clutter-free
 - Go through the pile and make one of three decisions about each thing:
 1. Act (may have to create “action file”)
 2. Toss*
 - It is no longer current or relevant.
 - You do not refer to it frequently and you can get the information elsewhere.
 - You don’t have time to read it.
 - Someone else has the information.
 - You are not personally responsible for the information.
 - For personal effects, you have not worn or used it within two years.
 3. File* or Store
 - Difficult to get another copy.
 - You refer to it frequently.
 - Required by law or for tax purposes.
 - Need it for an ongoing project.
 - You are the originator of the document.
 - For personal effects, you intend to use or wear it within two years.
- Designate a place for everything (everything has “a home”).
- Keep things close to where they are used.
- When *necessary* and *logical*, have more than one item (to save time).

*Always defer to your housing authority’s rules and guidelines. Follow all legal requirements and regulations regarding what to maintain and how documents should be destroyed.

Staying Organized

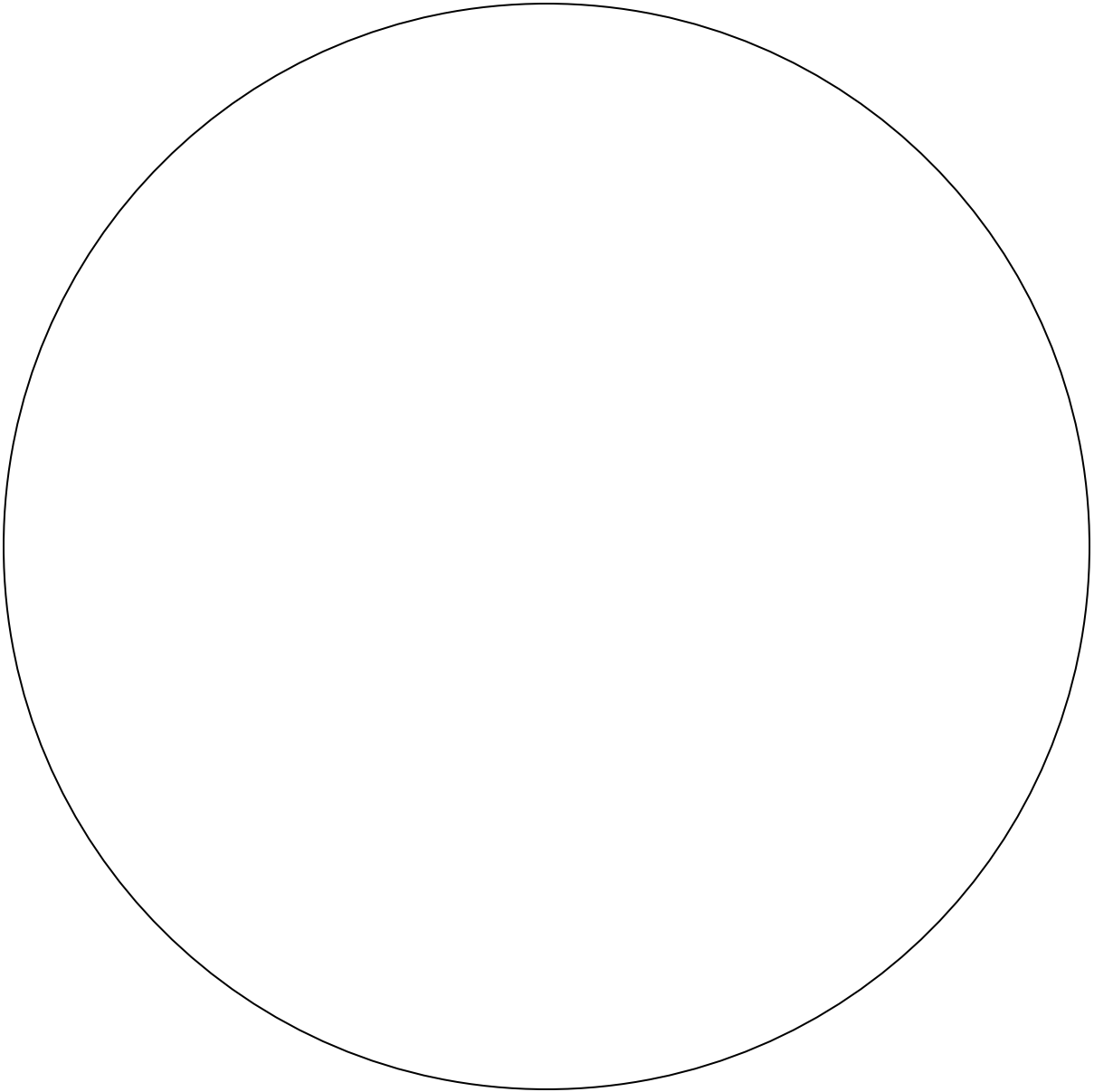
- Keep things in their place (or “in their homes”).
- When we have to look for things, they are not in logical places *for us*. When things are not close at hand, they are in the wrong places. In either case, relocate them (give them a “new home”).
- Purge on a daily basis.
- File on a daily basis.

Organize Your Work Area

- Place the phone and manual contact information system on your strong hand side.
- Use only one calendar system.
- Remove excess items from work area. Not everything needs to be on the top of the desk. Put things you do not use often in organized drawers. Eliminate “*work-related clutter*”.
- Keep personal items to a minimum. Eliminate “*personal clutter*”.
- Set up and use an effective filing system.
- Observe how you function in your workspace and make appropriate changes. Spend a week being extremely conscious of your movements, what you use most often, what you do not use. Are items placed in logical and easily accessible places? If not, move them.
- “Box It”
 - In Box – Mail, documents, and files you will receive from others
 - Out Box – Mail, documents, and files you will distribute or file
 - Pending Box – Documents, and files you will work on
 - Travel or Reading Box (Optional)
Documents, files, and mail you will take with you at the end of the day or read later.

What Is Important To You?

Your World



Setting Goals

- It is important to have goals for all the major areas of your life (I.e. health, financial, educational, spiritual, professional, family, friends, etc.). See “Your World”
- It is important to have 6-month goals, one-year goals, three-year goals and beyond.
- The more goals you have or the more important your goals are, the more you need to manage your time.

Specific

Measurable

Achievable, Yet Ambitious

Relates To Your World

Time-Based

Energize with action and enthusiasm

Review

- Repeat
- Rearrange
- Rewrite
- Release

Start Each Day With A Plan

The benefits of planning:

- The night before write out a prioritized task list for the following day. Build in time for *realistic* interruptions. Include *all the time* needed for an activity. See the Daily Planning Forms.
 - A - Must Do - Urgent and important
 - B - Need To Do - Important, but not urgent
 - C - Could Do - Not urgent and not important
- Start the day in a good frame of mind and in an unrushed manner.
- First work-related activity, review your prioritized task list and make any needed changes.
- Do things accordingly to your prioritized task list. However, be open to reprioritizing as needed.
- As you go through the day, note when things are not going according to your plan.
- At the end of the day determine what things prevented you from accomplishing your tasks. Are there steps you can take to avoid those things from happening again?
- Move uncompleted tasks to the following day.

What prevents the plan from being the reality?

- Interruptions
- Distractions
- Procrastination
- Underestimating the time required

Interruptions

How to handle interruptions: (Caused by _____)

1. Allow time for them in your planning or schedule.
2. Identify patterns and make changes.
3. Use “wrap-up phrases”.
4. As appropriate, ask if you can return the phone call later.
5. Ask the individuals interrupting you how much time do they need. Then, in a light-hearted manner, tell them you can give them 1/2 that time. If necessary, give them more time, while still indicating that you are busy and need to get back to work.
6. Avoid interrupting others.
7. Ask yourself if they are truly interruptions or are they part of your work-related responsibilities that you should plan for.

Distractions

How to avoid the distractions: (Caused by _____)

1. Refer to your goals and task list often (morning, mid-day, evening)
2. Work according to your task list
3. When you are not working according to your task list, ask yourself
“Why am I doing _____?”
4. Unless required for work, avoid opening emails *first thing* in the morning
5. Do not check emails constantly, instead check at designated times (i.e. 10:30 a.m., 2:00 p.m. and 4:00 p.m. or 11:00 a.m. and 3:00 p.m.)
6. *When it is an appropriate option*, be willing to say “no” or “negotiate the request”.
7. Embrace the thought that “Nothing is _ _ _ _.”

Procrastination

Why do you procrastinate? _____

How to move beyond procrastination:

1. Write out and understand the benefits of action.
2. Write out and understand what happens through inaction.
3. Get the information you need.
4. Get help if possible.
5. Break the project down into small tasks
6. Take action
7. Reward yourself for your progress.

Underestimating Time Required

How can we better estimate time needed for tasks?

- Do a time audit.
- Include all actions involved in any activity.
- Understand your “margin of error”

Controlling Time Wasters

- Drive-Time
 1. Whenever possible, group your trips.
 2. Know how you will use your driving time (i.e. what will you listen to).
 3. If needed, have *confirmed* directions, alternate directions, and phone numbers. Also, check traffic conditions and over-estimate your drive time by 15% - 20%.
- Waiting
 1. Be “prepared to wait” (i.e. what will you read, write, or listen to).
 2. Call ahead to see what the “wait time” is and should you plan to arrive later.
 3. Voice your concerns about waiting to the appropriate individual.
 4. When possible, avoid using the services of those who constantly have you waiting.

Tips for Holding Effective Meetings

1. Have an agenda. Distribute it prior to the meeting and have copies at the meeting.
2. In advance, inform all attendees of everything they will need.
3. Create a file of the items you will need to take to the meeting.
4. Start on time.
5. Establish guidelines at the beginning of the meeting (i.e. time for each agenda time, how questions will be handled, etc.)
6. Make sure someone is responsible for taking notes.
7. Make sure someone is responsible for keeping the meeting moving forward.
8. Create a “To Discuss Later” list for unrelated topics.
9. End on time.
10. Distribute meeting notes and a list of follow-up actions to be taken and by whom.

Action Form
Review this material and then list ...

At least three things you will start doing:	At least two things you will stop doing:	At least one thing you will pass along to someone:

Suggested Reading List

Getting Things Done: Stress-Free Productivity
David Allen

**I Hate Filing: Everything You Need to Get Organized
for Success and Sanity at Home, on the Run, and in the Office**
Sharon Mann

Time Management from the Inside Out
Julie Morgenstern

25 Time Management Tools & Techniques
Pamela Dodd & Doug Sundheim

303 Solutions for Accomplishing More in Less Time
Donna Satchell, Doug Smart, Pat Veal & Others

303 Solutions for Dropping Stress & Finding Balance
Donna Satchell, Doug Smart, Pat Veal & Others