

Personal Productivity and Time Management

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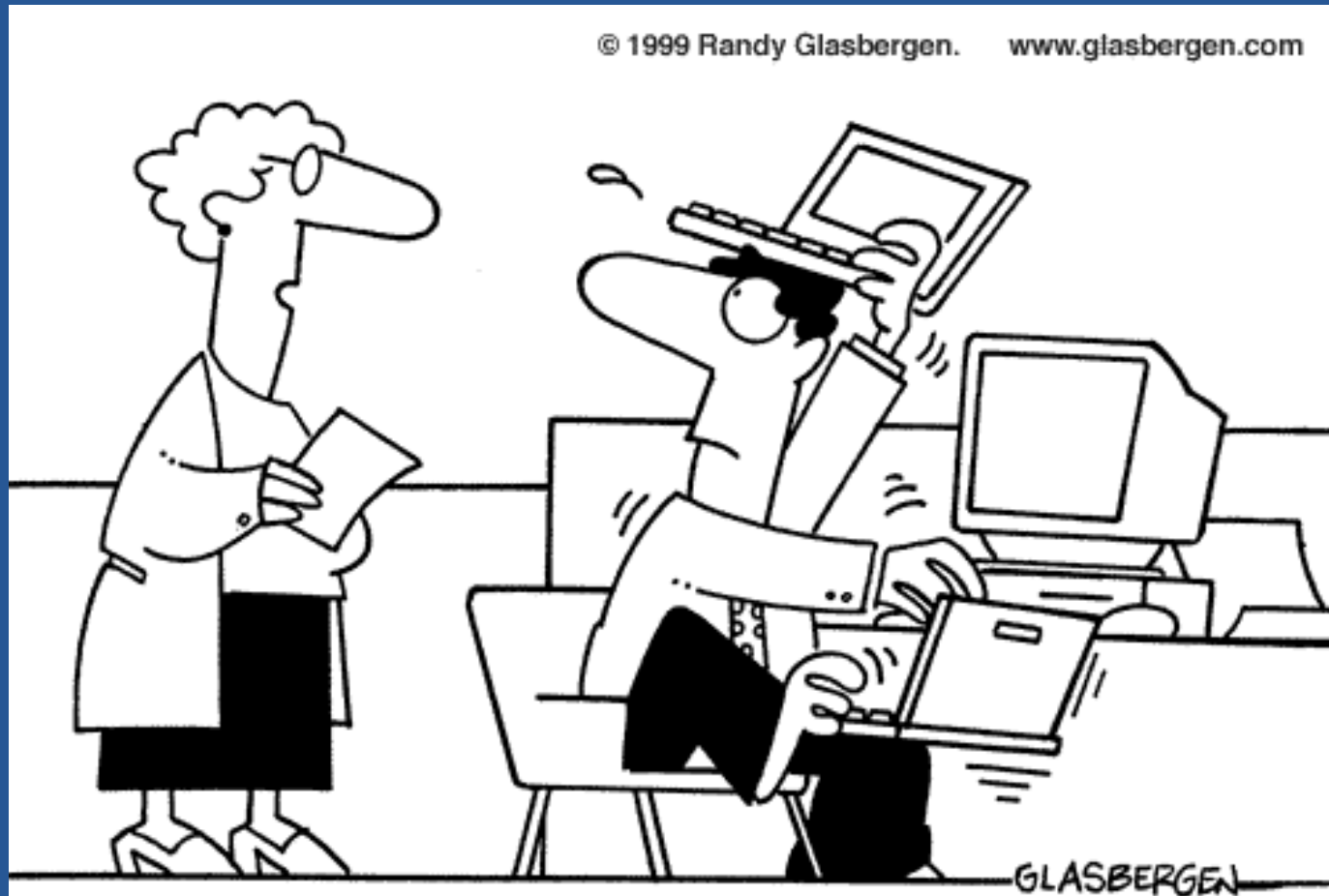
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Agenda

- Time Management - The New Reality
- Stress-Free Personal Productivity
- Mastering the Mundane

Too much to handle, not enough time to get it all done!



“I’m sending you to a seminar to help you work harder and be more productive.”

The Runaround Dilemma

- Organizations & jobs constantly changing
- Nature of work has transformed
- We're too busy - don't have time to think about what is really important to us
- Inundated with large amounts of information and communication daily



Quote

Ninety percent of managers are typically either distracted or disengaged from key organizational objectives, 'confusing frenetic motion with constructive action.'

Beware The Busy Manager
H. Bruch and S. Ghosal



7 Habits of Highly Effective People

1. Be Proactive
2. Begin with the end in mind
3. Put first things first
4. Think win-win solutions
5. Seek to understand, then to be understood
6. Synergize
7. Sharpen the saw

Steven Covey

Habit 1 – *Be Proactive*

Who's In Control?

External

Internal



I can control nothing in my life

I can control a few things in my environment

I have control over a lot of things but there are many things I have no control over

I can control most of the things in my environment

I can control everything in my life

Habit 2 – *Begin with the End in Mind*

What Matters To You?



- Prioritize
- Schedule
- Values
- Roles
- Mission
- Goals

Why Are Values Important?

- They help us to behave proactively
- They drive our decision making process
- They help us determine and shape our future

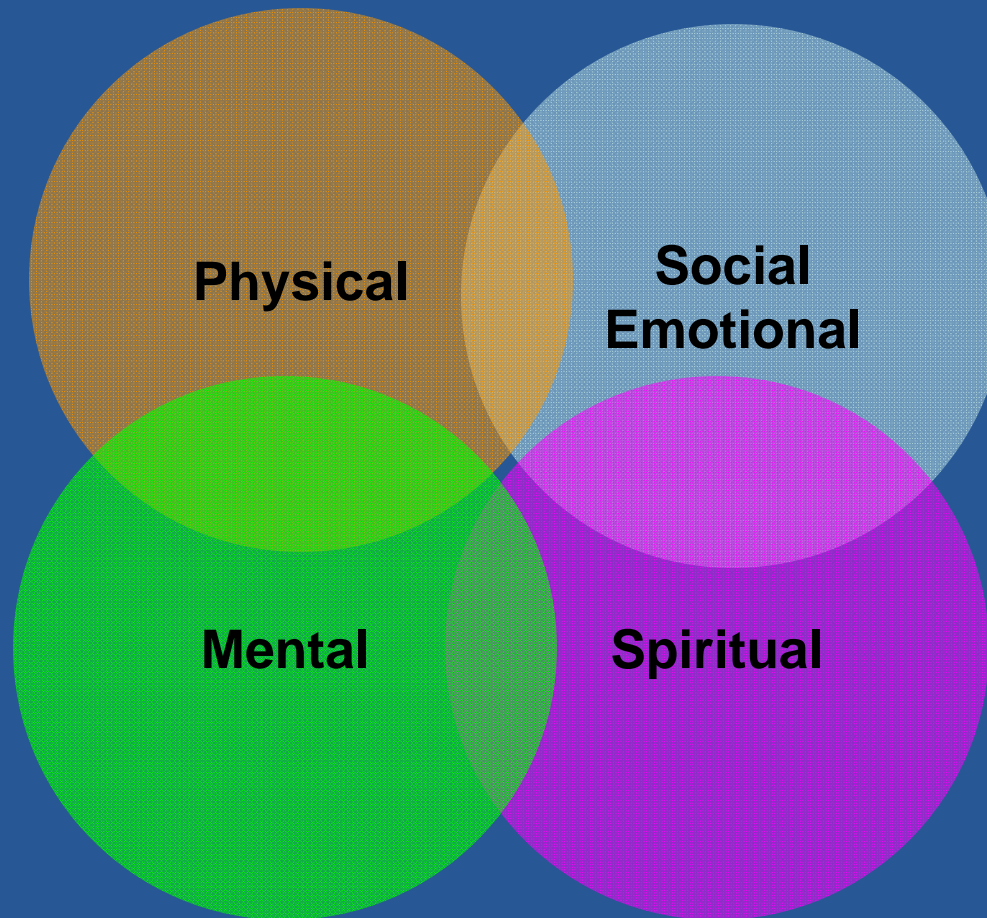


Habit 3 – *Put First Things First*

*“Things which matter most must
never be put at the mercy of things
which matter least”*

Johann von Goethe

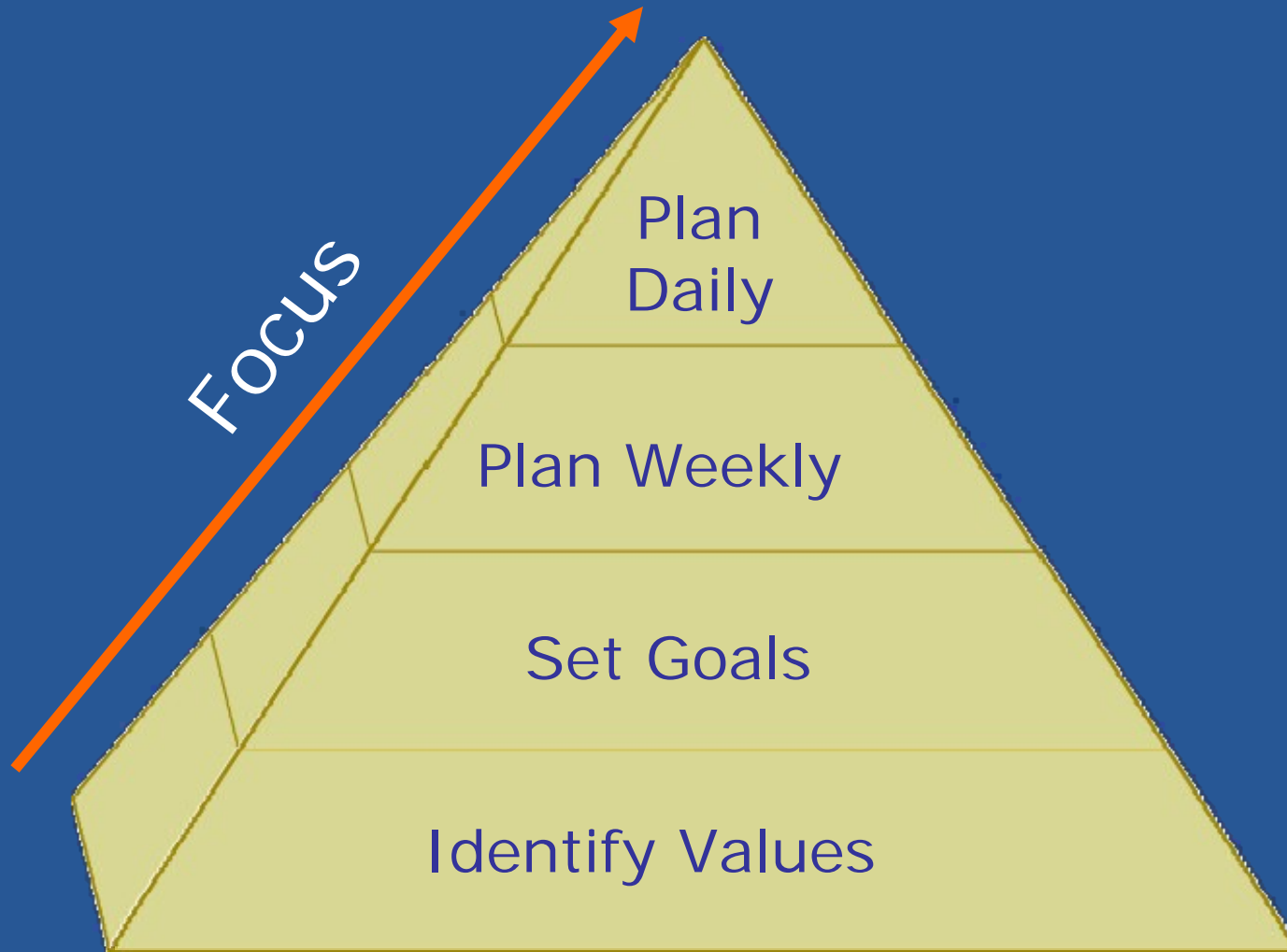
Habit 7 - *Sharpen the Saw*



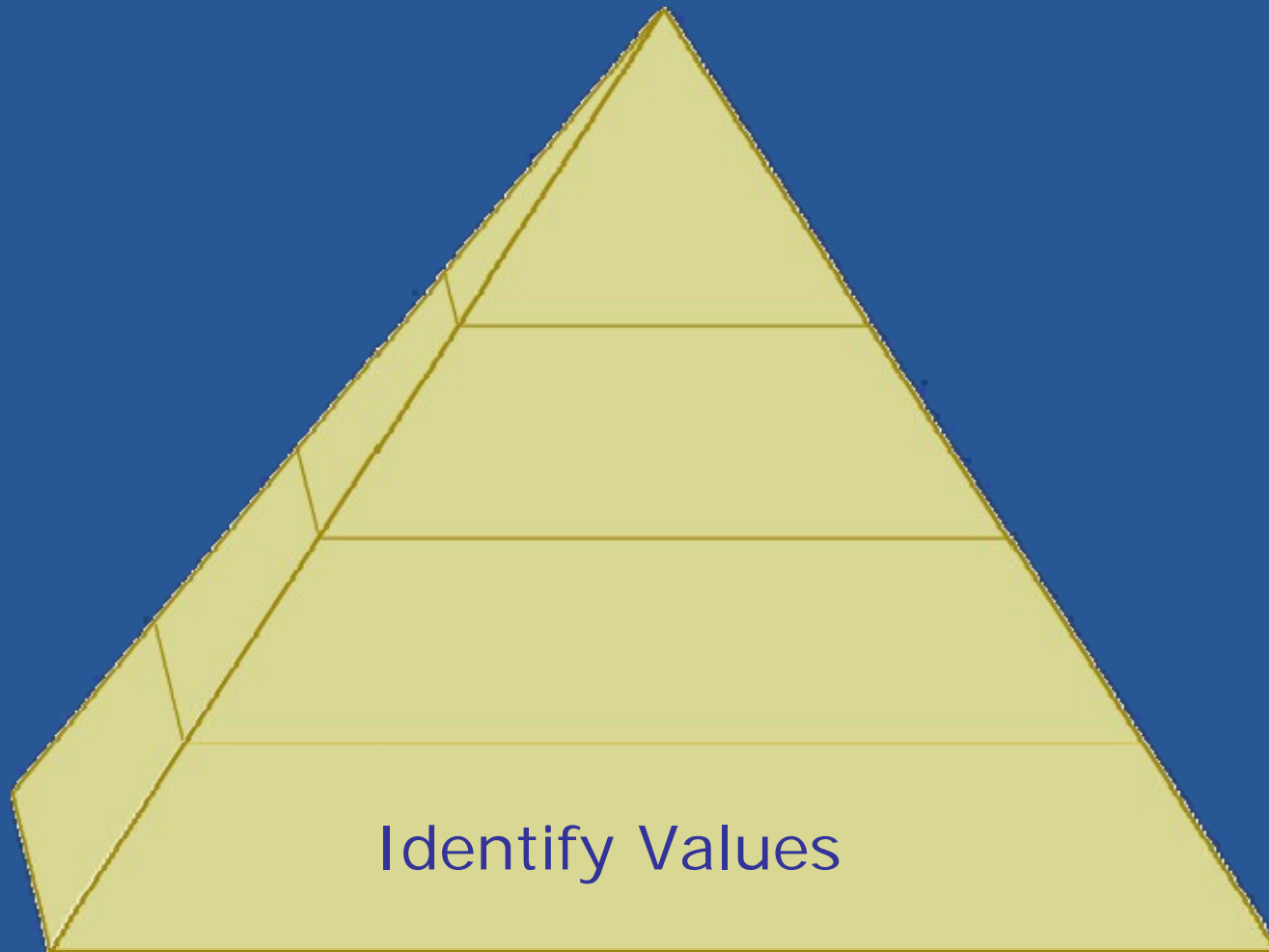
Productivity Pyramid



Productivity Pyramid



Identifying Values



Governing Values are My

Standards

Ideals

Highest Priorities

Sample Values

Balance

Humor

Creativity

Integrity

Fitness

Professionalism

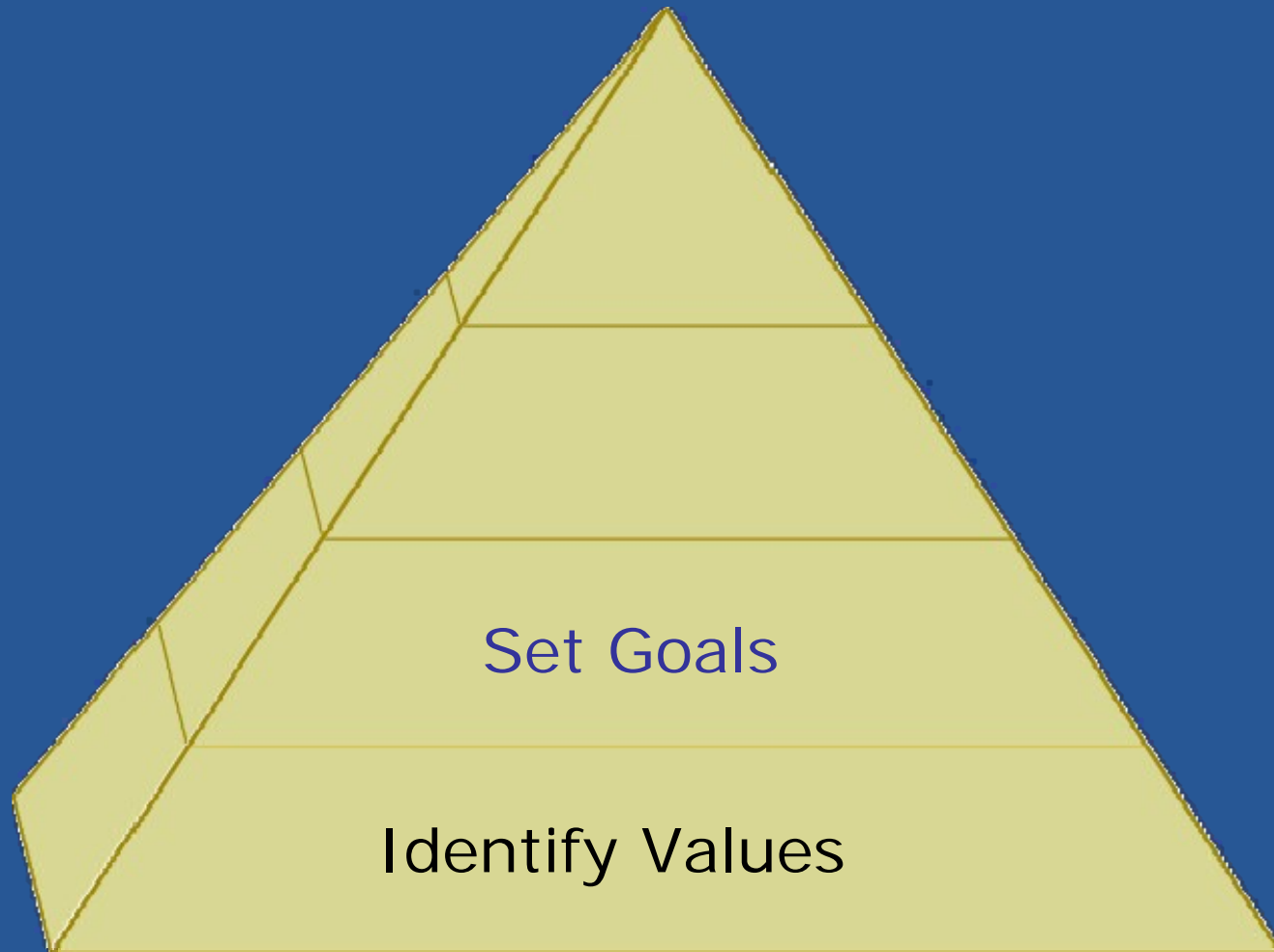
Freedom

Respect

Generosity

Teamwork

Productivity Pyramid

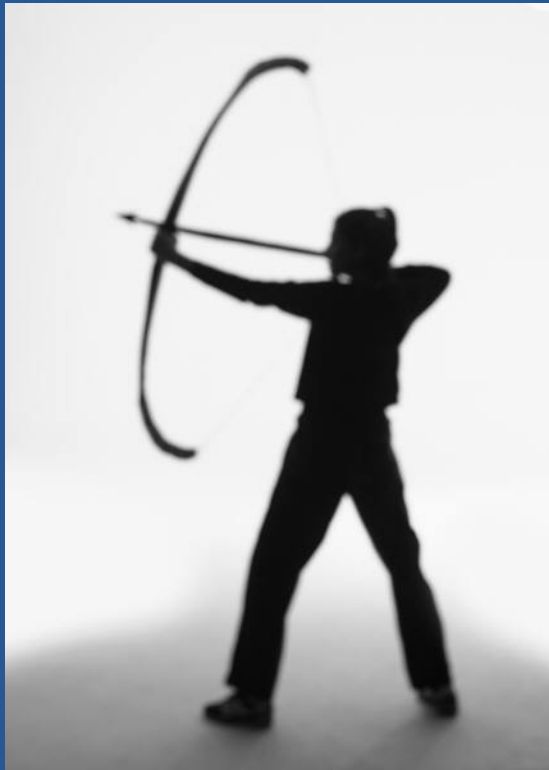


What is a Goal?



- **A Desired End Result**
- **Provides Visibility**
 - **What to accomplish**
 - **Where it will occur**
 - **When it will be done**

Goal Setting Guidelines



S M A R T Goal

- **Specific**
- **Measurable**
- **Action-Oriented**
- **Realistic**
- **Time-Bound**

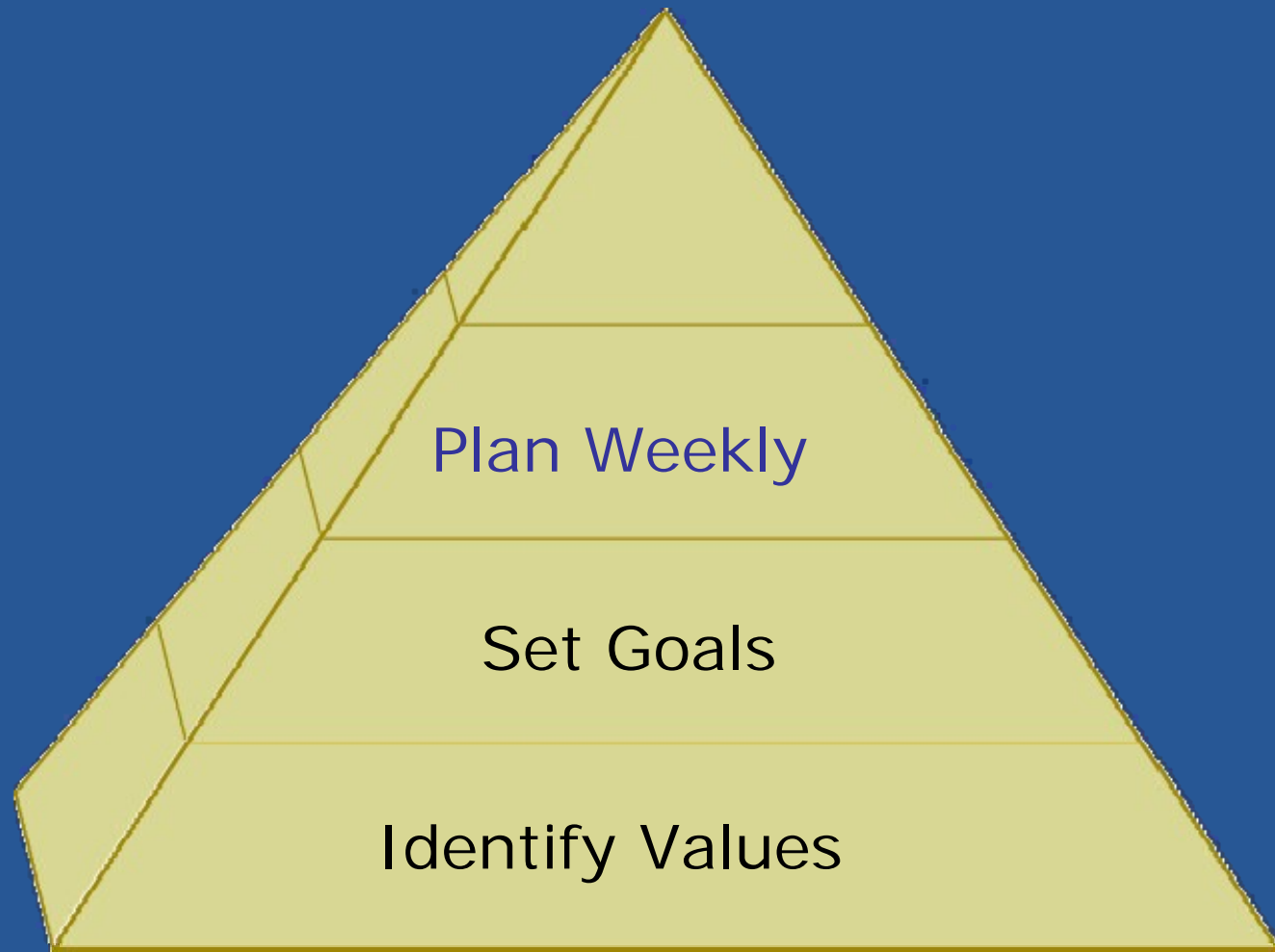
What Does a SMART Goal Look Like?



“Open an office”

- Open a new branch office
- Open a new customer service office
- Open a new customer service office in Marina Mall
- Open a new customer service office in Marina Mall by the end of Dec 2006

Productivity Pyramid



Priorities

Why do we do what we do when we do it?

6 Levels of Life

- 50,000 + feet: Life
- 40,000 feet: three- to five-year vision
- 30,000 feet: one- to two-year goals
- 20,000 feet: areas of responsibility
- 10,000 feet: current projects
- Runway: current actions

Definitions

Important adj 1: of much import, carrying with it serious consequences; weighty, momentous, grave, and significant

Oxford English Dictionary

Definitions

Urgent adj 1: pressing, compelling; calling for or demanding immediate action; anything characterized by urgency

Oxford English Dictionary





The Time Matrix

	Urgent	Not Urgent
Important	<p>I</p> <p>NECESSITY</p>	<p>II</p> <p>PRODUCTIVITY AND BALANCE</p>
Not Important	<p>III</p> <p>DECEPTION</p>	<p>IV</p> <p>WASTE AND EXCESS</p>

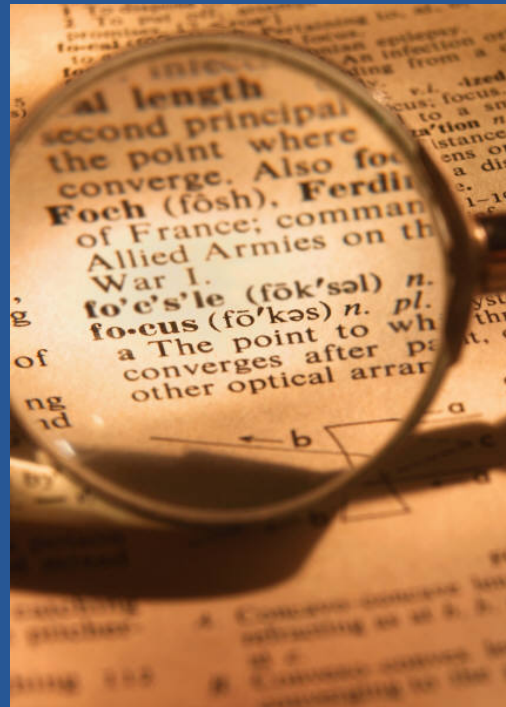
The Time Matrix

	Urgent	Not Urgent
Important	<ul style="list-style-type: none">• Crises• Pressing problems• Deadline-driven projects, meetings, reports	<ul style="list-style-type: none">• Preparation• Prevention• Planning• Relationship building• Re-creation• Values clarification
Not Important	<ul style="list-style-type: none">• Needless interruptions• Unnecessary reports• Unimportant meetings, phone calls, mail, e-mail• Other people's minor issues	<ul style="list-style-type: none">• Trivia, busywork• Irrelevant phone calls, mail, e-mail• Time-wasters• "Escape" activities• Excessive TV, Internet, relaxation

Live Above the Line

	Urgent	Not Urgent
Important	 MANAGE	 FOCUS
Not Important	 MINIMIZE	 AVOID

Quote



“Only one thing has to change for us to know happiness in our lives: where we focus our attention.”

Greg Anderson
The 22 Nonnegotiable Laws of Wellness

How do we do that?

Capturing ALL the things that need to get done

- Now, later, someday
- Big, little, in between
- a logical, trusted system
- outside your head
- off your mind

Making front-end decisions about all the “stuff”

- Identifying Strategic Next Actions that you can actually do

Stress-free Productivity

1. Collect things that command our attention
2. Process what they mean and what to do
3. Organize the results
4. Review options for what we choose to do
5. Do








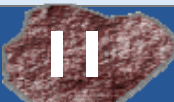
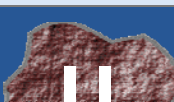

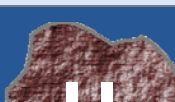
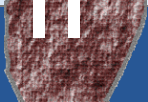
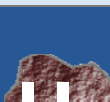
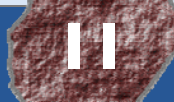
Collection Points

- Physical in-basket
- Paper notes
- Electronic notes
- E-mail
- Voice mail
- Other


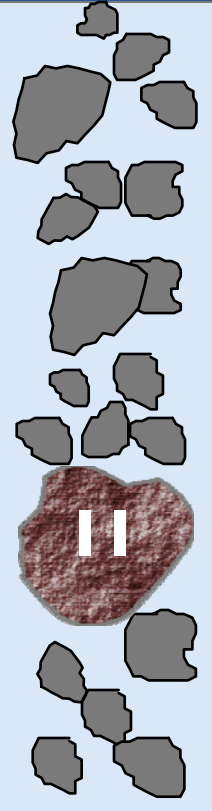
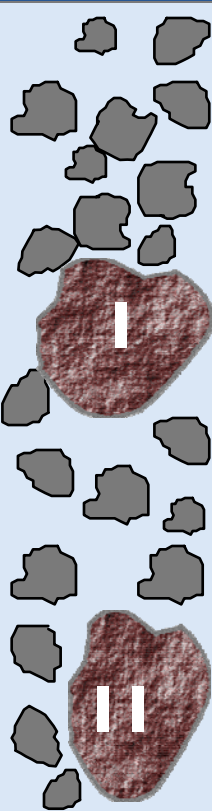


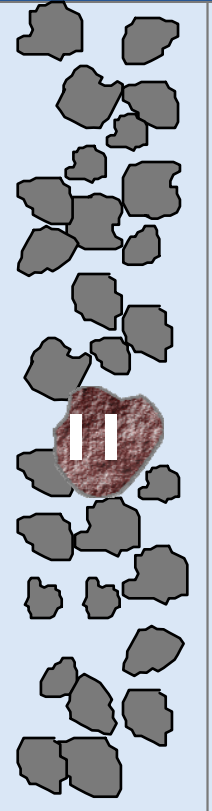

Collection Success Factors

- Every open item in collection system
 - Out of your head
- As few collection points as you can get by with
- Empty them regularly!

Traditional Scheduling

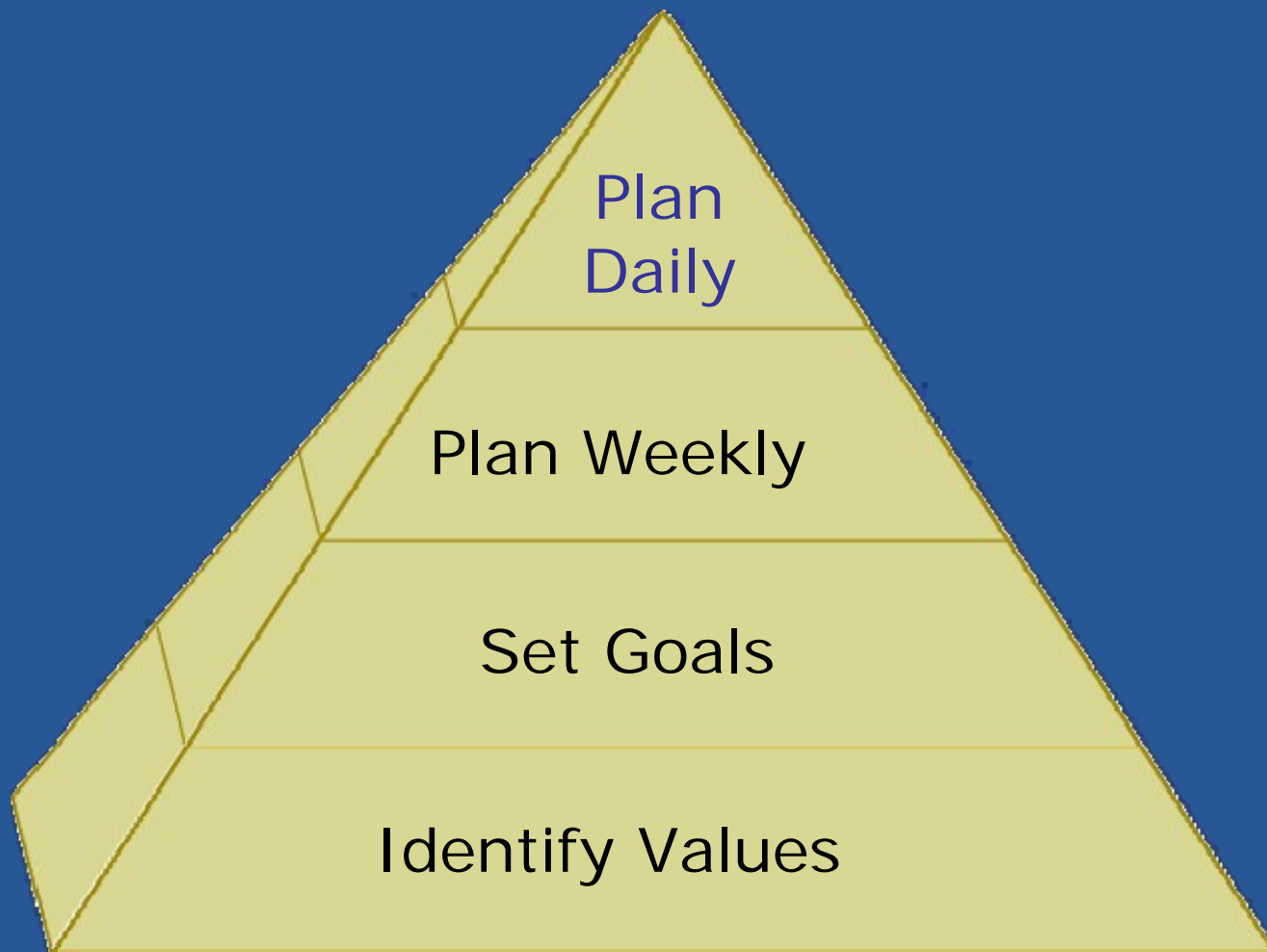
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Big Rock Scheduling

M	T	W	Th	F	Sa	Su
						



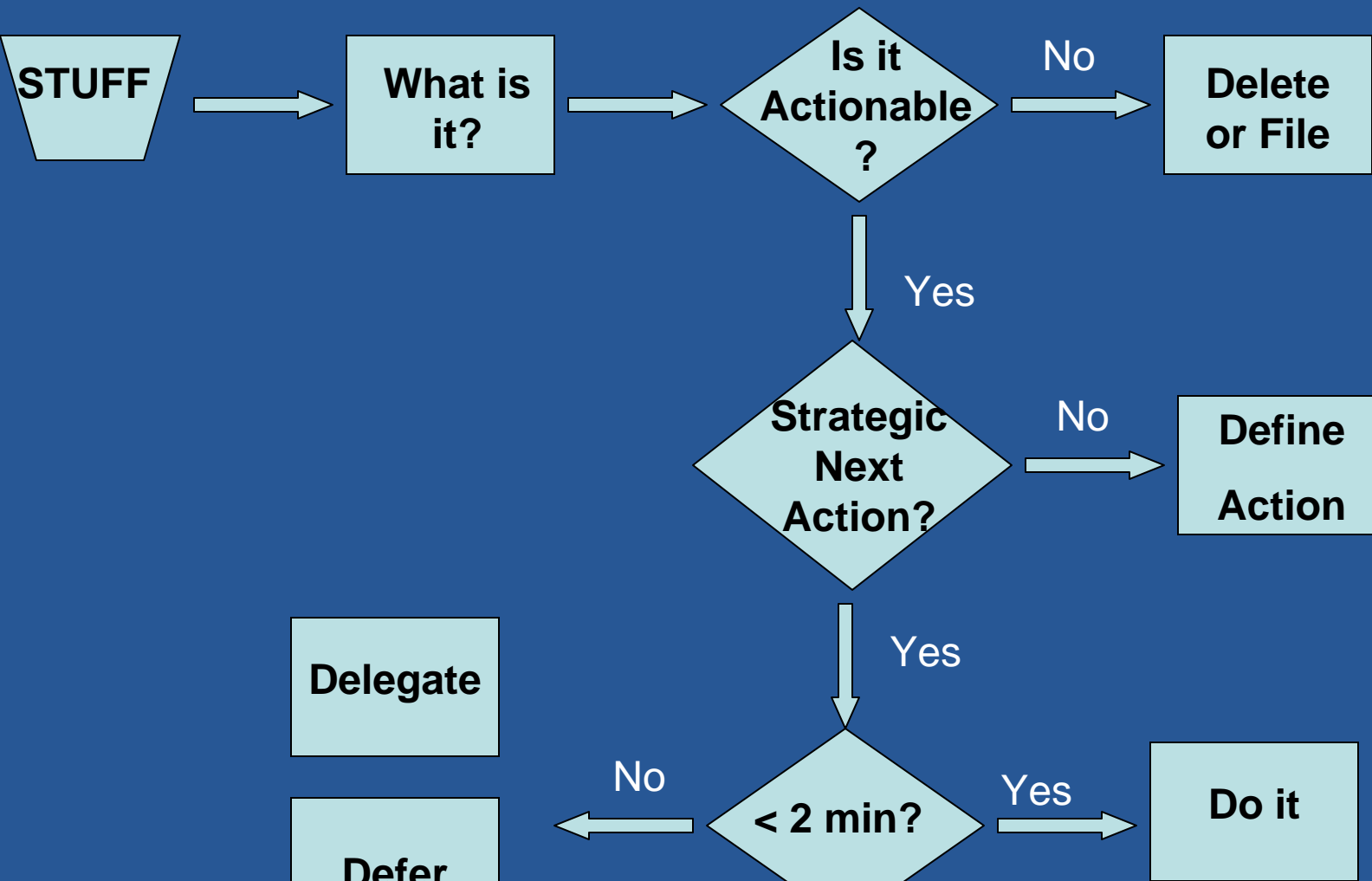
Productivity Pyramid



Process and Organize

- Item-by-item thinking required to empty collection “buckets”
- The single most critical element of success

Item-by-Item Workflow



Strategic Next Action

- “The next physically do-able action with no dependencies”
 - Next
 - Do-able
 - No dependencies

Managing the Mundane

- What do you look at, and when?
- What do you need to do, and how often, to ensure it all works as a consistent system?

Quote



“To make knowledge
productive, we will
have to learn to see
both forest and tree.
We will have to learn
to connect.”

Peter F. Drucker

Daily Plan

- Look at your calendar first
 - Schedule the “Big Rocks” first (quadrant I & II)
 - See when you have time for action items
- Review Strategic Next Action list
 - All the actions you could do in your current context (e.g., office, computer, calls, etc.)
 - Move SNAs to the calendar
- Schedule time for working the new “stuff” that will come in today

Updating the System

The Weekly Review

- Collecting
- Processing
- Organizing
- Reviewing

The Nitty Gritty

- Lose loose papers
- Process notes: list action items, projects, waiting fors, etc.
- Review past calendar data
- Look at upcoming calendar
- Empty your head
- Review Projects for SNAs
- Review SNA lists
- Review other lists (waiting for, someday/maybe, etc.)

Summary

1. Get it out of your head
2. Look at the “Big Picture”
3. Build your system
4. Plan daily
5. Review weekly