

# Time Management



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- nPlusOne™
- Interruptions
- Copy of the presentation
- Breaks
- *Everything is permitted unless prohibited*

Time Management  
doesn't exist

- Self-management
- People management

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- 1. URGENT V. IMPORTANT**
  - 2. TO DO LISTS**
  - 3. MINIMIZING INTERRUPTIONS**
  - 4. SAYING NO**
  5. PROCRASTINATION
  6. GTD METHODOLOGY (DAVID ALLEN)
  7. PRIORITIZATION
  8. PLANNING
  9. TIPS & TRICKS

# URGENT VS. IMPORTANT



# URGENT VS. IMPORTANT

## EISENHOWER MATRIX



What is important is seldom urgent  
and what is urgent is seldom  
important.

--Eisenhower Decision Matrix

# URGENT VS. IMPORTANT

## URGENT

- A task that requires immediate attention
- Puts you in a reactive mode

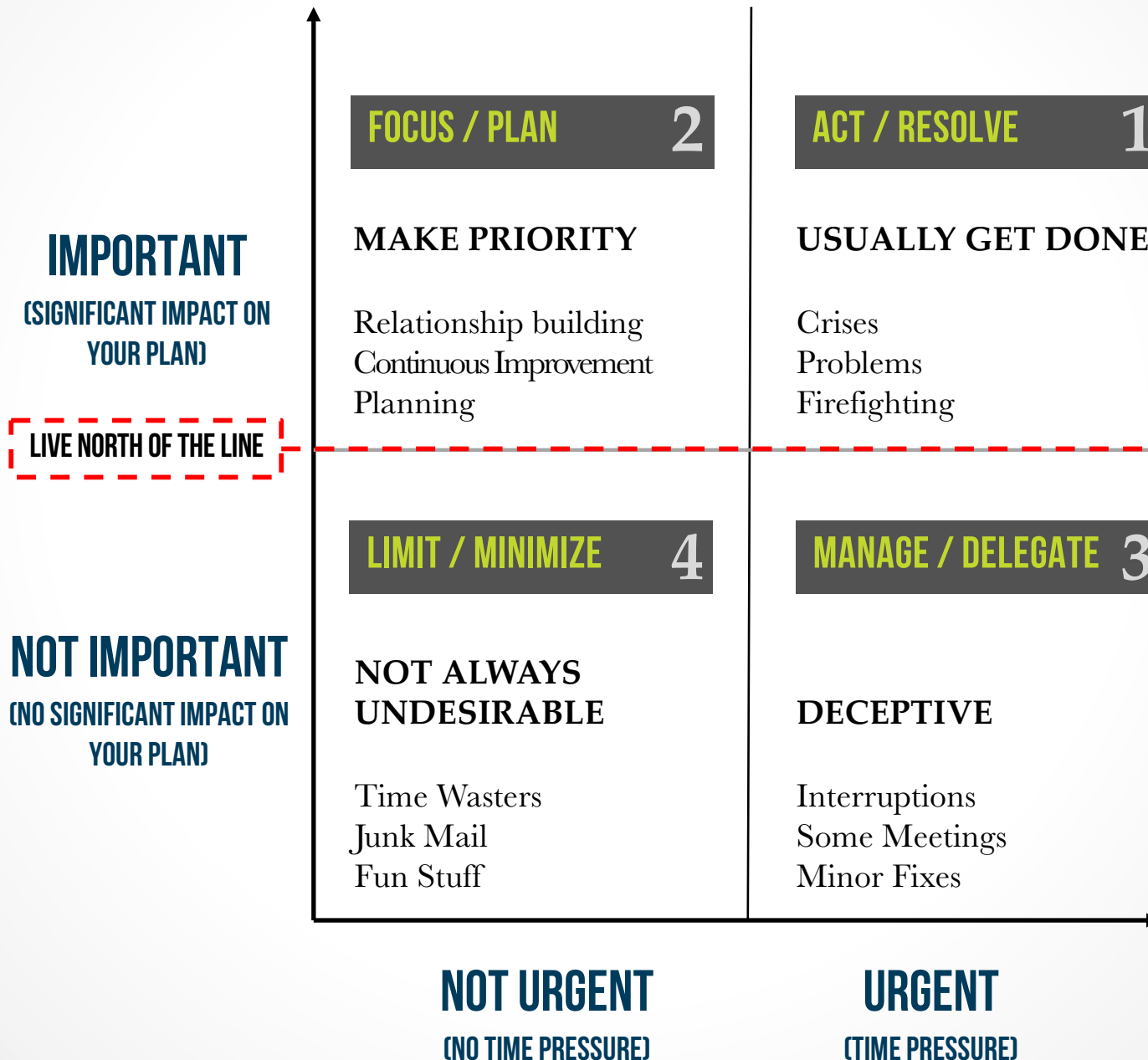


# URGENT VS. IMPORTANT

IMPORTANT

- Contributes to your long-term mission, values and goals
- You operate in a proactive mode

# URGENT VS. IMPORTANT



# TO DO LISTS



Your mind is the BEST place to have ideas...

and the WORST place to keep them.



# TO DO LISTS

## PRIORITIZED DAILY TASK LIST

### Prioritized Daily Task List

"A level" priority: **Vital**

"B level" priority: **Important**

"C level" priority: **Optional**

MUST be done TODAY

SHOULD be done TODAY

COULD be done TODAY

(Then Order by *convenience* for TODAY)

(Then Order by *importance* for this week)

(Then Order by *impact* on long-term goals)

Priority	Order	Task
_____	_____	<u>Staff Meeting</u>
_____	_____	<u>Call DOL</u>
_____	_____	<u>Review Branch Performance Reviews</u>
_____	_____	<u>Finish BoD Report</u>
_____	_____	<u>Meet with Fred</u>
_____	_____	<u>Evaluate Time Management trainer</u>
_____	_____	<u>Set-up interviews for new CFO</u>
_____	_____	<u>Interview new assistant Candidate 1</u>
_____	_____	<u>Email insurance co for updated quote</u>



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Priority	Order	Task
<u>A</u>	<u>      </u>	<u>Staff Meeting</u>
<u>B</u>	<u>      </u>	<u>Call DOL re: funding</u>
<u>A</u>	<u>      </u>	<u>Review Branch Performance Reviews</u>
<u>B</u>	<u>      </u>	<u>Finish BoD Report</u>
<u>A</u>	<u>      </u>	<u>Meet with Fred</u>
<u>B</u>	<u>      </u>	<u>Evaluate Time Management trainer</u>
<u>A</u>	<u>      </u>	<u>Set-up interviews for new ED</u>
<u>A</u>	<u>      </u>	<u>Interview new assistant Candidate 1</u>
<u>C</u>	<u>      </u>	<u>Set-up lunch w/ new CFO</u>



# TO DO LISTS

## PRIORITIZED DAILY TASK LIST

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"A level" priority: **Vital**  
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MUST be done TODAY (Then Order by *convenience* for TODAY)  
SHOULD be done TODAY (Then Order by *importance* for this week)  
COULD be done TODAY (Then Order by *impact* on long-term goals)

Priority	Order	Task
<u>A</u>	<u>1</u>	<u>Staff Meeting</u>
<u>B</u>	<u>3</u>	<u>Call DOL re: funding</u>
<u>A</u>	<u>2</u>	<u>Review Branch Performance Reviews</u>
<u>B</u>	<u>1</u>	<u>Finish BoD Report</u>
<u>A</u>	<u>1</u>	<u>Meet with Fred</u>
<u>B</u>	<u>2</u>	<u>Evaluate Time Management trainer</u>
<u>A</u>	<u>3</u>	<u>Set-up interviews for new ED</u>
<u>A</u>	<u>3</u>	<u>Interview new assistant Candidate 1</u>
<u>C</u>	<u>1</u>	<u>Set-up lunch w/ new CFO</u>

# TO DO LISTS

@NPLUSONE | TODOIST



# MINIMIZING INTERRUPTIONS



# MINIMIZING INTERRUPTIONS

HIDE

- How did the “outcasts” fare?
- Go in cafeteria
- Use conference room
- Set-up decorative screen or cover windows/door
- Work during hours when others aren't present

# MINIMIZING INTERRUPTIONS

## DEVELOP A “GO” PHRASE

- How did the group with the “go phrase” fare?
- I am swamped right now. Can we talk tomorrow?
- I am in the middle of something, can you send me a meeting invite/email?
- Will you be free in 20 minutes? I need to finish this email and then will be free to chat.
- My boss will kill me if I don't get this report done. Can we talk over lunch tomorrow?

# MINIMIZING INTERRUPTIONS

## PLAN FOR INTERRUPTIONS

- One group here had all the **round red** pieces. How many times was this group interrupted? What could it have done to minimize these interruptions?
- Preempt your boss/interrupter
- Don't overschedule

# MINIMIZING INTERRUPTIONS

DO NOT LET TECHNOLOGY INTERRUPT YOU – USE IT

- Control your email
  - Turn off email alerts (at least for a while)
  
- Manage expectations
  - Set email to “in a meeting”
  - Set phone to “in a meeting”
  
- See yourself as a resource
  - Schedule work time as a meeting

NO



- Be firm
  - Avoid being wishy-washy
  - Don't lose your confidence or fumble your words
  
- Do not offend other person
  
- Control your emotions
  - Buy yourself time
  - Create a "delay phrase"

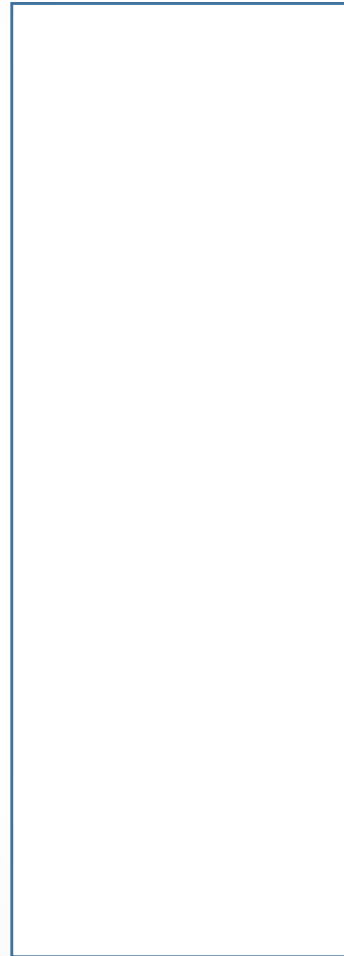
*Saying **yes**, is making a Choice.  
Saying **no**, is making a Choice.*

- **Genuinely hear the request**
  - Don't shut them down.
- **Understand the need behind the request**
  - Why is the person making the particular request?
  - What is the end game?
- **Maintain a positive attitude**
  - Focus on what you can do rather than on what you can't
  - Be diplomatic yet clear and firm
  - Empathize
- **Explain why not**
- **Never say NO without also saying YES**
  - Provide a counter offer
    - If they reject your counter, then they are then saying NO, not you



**NO**

**TIP: I COULD LIVE WITH THIS IF...**



## Make the requester “work for it”

- If “work” is done – request is validated
  - This was going to be yours one way or another
  - But you bought some time
  
- If “work” is not done – task is invalidated
  - Task gone

- Help the person once, and teach them where to find the answer in the future

- Organization's Mission
- My boss won't let me
- Project sponsor

The requester may:

- Become defensive, upset or angry
- Demand that you comply with the request
- Try to goad you into saying yes
- Try to wear you down
- Ask to speak with someone else

*Critical to understand if you do not, traditionally,  
say no!*

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