Do you think there is a correlation between success and Time Management?

Are businesses and job performance impacted by Time Management?

True or False?

What is Time Management?

Time management is the practice of using your time effectively and efficiently to accomplish your goals and priorities. It involves planning and organizing your time to make the most of it, avoiding distractions and procrastination, and setting clear priorities and goals.

Good time management helps you achieve more in less time, reduces stress and overwhelmed feelings, and helps you stay focused and productive.

Time Management Impacts:

Customer Dissatisfaction

COLLECTING TIME DELAYS

Billing Time Delays

SETTING UP UNNECESSARY MEETINGS

No set customer expectations

Not Prioritizing

NO EMAIL REPLY

Multiple TO DO LISTS

Social Media

Lacking Organization

LACK OF ROLES & RESPONSIBILITIES

UNANSWERED CALLS

What can we do?

Answer?

Time Management

TASK LIST   STICKY NOTES   PLANNER   CALENDAR   COMPUTER

How to incorporate time management

- *Setting* expectations with customers

- *Answering* emails at a scheduled time

- *Returning* phone calls at scheduled time

- *Improving* Billing Time
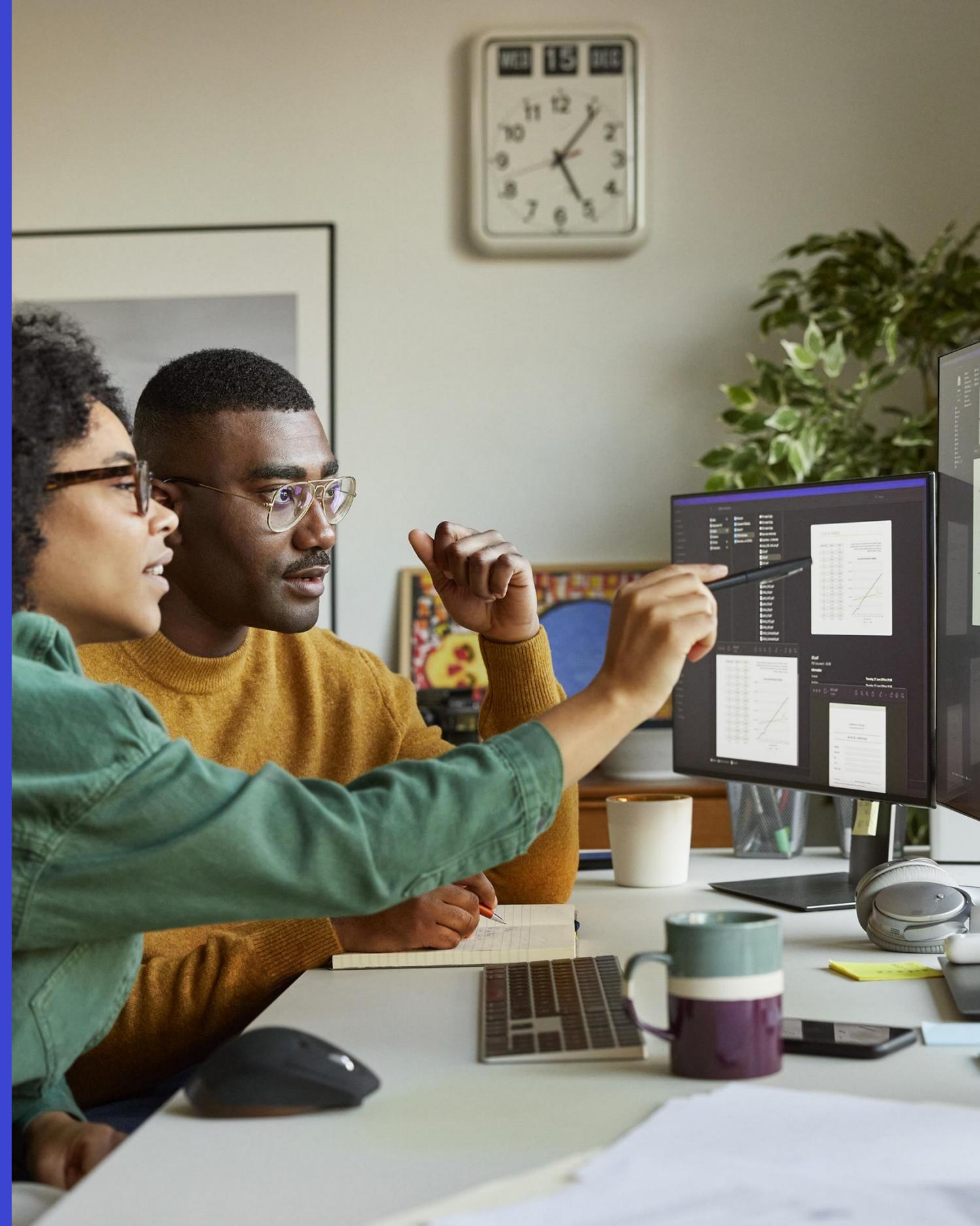
How to incorporate time management

- *Improving* Collection Time

- *Getting* Organized

- *Creating* Roles & Responsibilities

- Prioritizing Tasks

- *Actioning* To-Do Lists
  - After prioritizing
  - Set target dates
  - Check the items off your list

Results

Organization + Prioritization = Happy Customers or Happy Manager

Happy Customers equal=

Successful Business

Better Reviews

Positive word of mouth/sentiment

Business or self brand recognition

Tool Tips – Basic List

Note:

- Strikethrough indicates complete or no longer needed
- Circle indicates in progress and you can add color to show Green on task, Yellow slight risk and Red at risk
- Make sure items not completed on Day 1 move to Day 2 at end of the day to ensure nothing is missed

Day 1

1. Contact bank account manager to discuss discrepancy
2. Call Office supply company regarding the overcharge
3. 🟢 Prepare the financial report that is due 06/30/2023
4. Engage Volunteers for company function
5. ~~Pick up Cleaning~~
6. Write my self evaluation due 07/31/2023

Day 2

1. 🟢 Contact bank account manager to discuss discrepancy
2. 🟡 Call Office supply company regarding the overcharge
3. 🟡 Prepare the financial report that is due 06/30/2023
4. ~~Engage Volunteers for company function~~
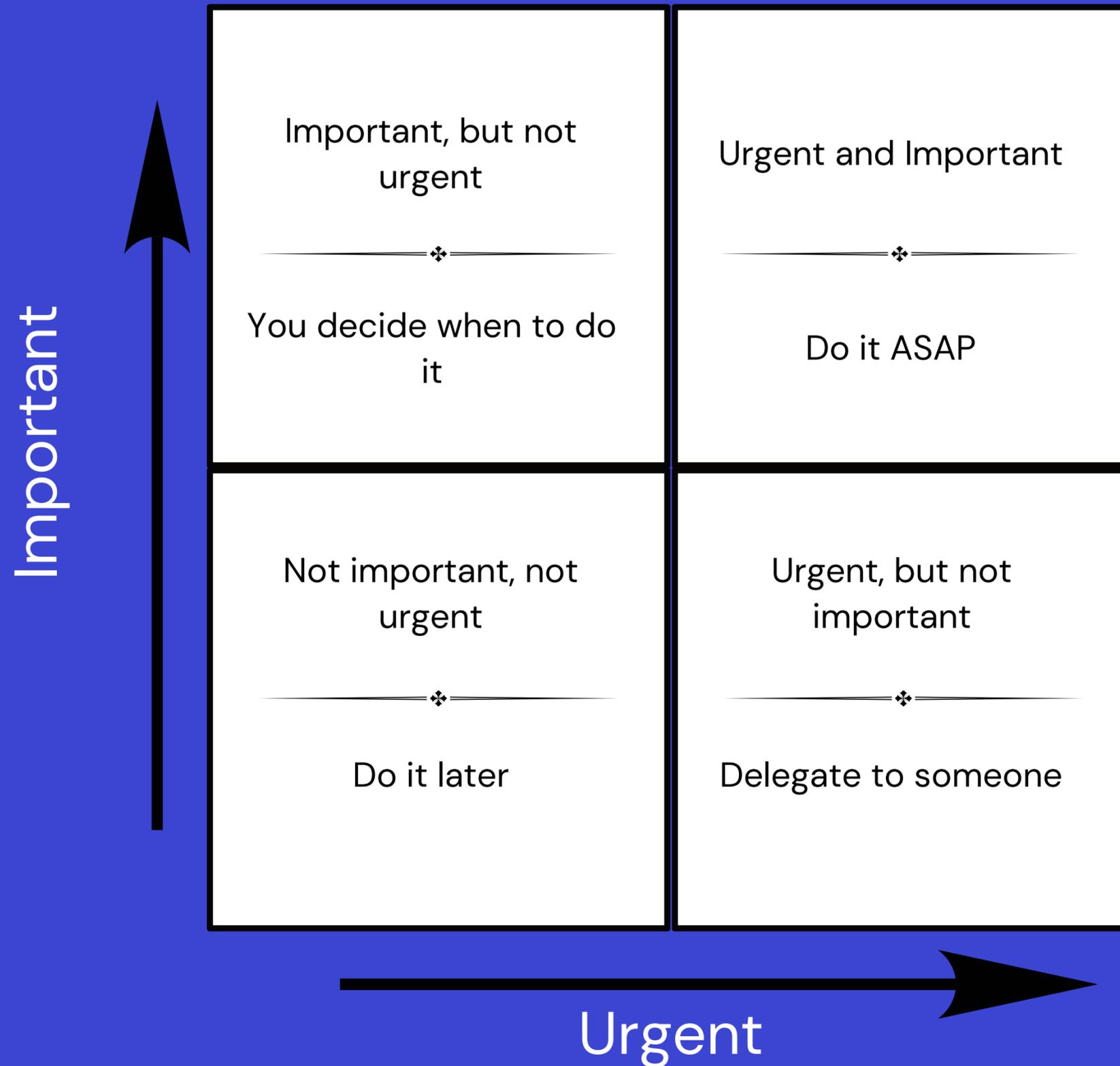5. 🟢 Write my self evaluation due 07/31/2023

Tool Tips – Excel

Note:
- This list is a bit more advanced and mainly used on projects and are called a tracker list and always identifies owners so that person is held accountable for the action related to that task.

	A	B	C	D	E	F	G	H
1	**To Do List**					Status:	Not Started (NS)	
2							Work in Progress (WIP)	
3							Complete (C)	
4		Risk:			No Risk		N/A	
5					Monitor/Potential Risk		Daily (D)	
6					High Risk			
7								
8	**Status**	**Importance**	**Risk**	**Item**	**Time**	**Target Date**	**Owner**	**Comments**
9	D	M		Check Emails	8:00 AM/4:00 PM	N/A	Self	Daily item to do items
10	D	M		Check Phone Messages	8am/12pm/4pm	N/A	Self	Daily item to do items
11	NS	M		Plan company event		August	Self	Need to gather a list of volunteers
12	WIP	H		Obtain current month expenses		30-Jun	Mary	06/10-Mary to provide list of expenses for monthly reporting
13	NS	H		Printer not functioning		27-Jun	Paul - IT	06/25-Printer impacting billing print run; Paul is out of office and working with the manager
14								

Six Sigma Tool to Use:

	Low Effort	**High Effort**
High Impact	**1** Begin here. By accomplishing low-effort tasks first, this will build up your confidence and allow you to take on high-effort tasks	**2** After finishing the simple tasks, take on the high-effort, high-impact tasks. These will be time consuming
Low Impact	**3** As you get closer to the end of the day and you are tired from a long day, focus on tasks that lack less mental effort but are still impactful	**4** While all tasks listed are important high-effort, low-impact should be placed in a low priority (nice to have)

Leverage Tools and Make it your own

Result

Great

1
- Sending Billing notices
- Sending collection reminders

2
- Creating Role & Responsibilities (Delegate)
- Organizing and creating efficiencies
- Setting Expectations

Good

3
- Returning Emails
- Returning Calls

4
- Micro managing
- Social media without clear strategy
- Networking sessions without purpose

Easy   **Hard**

Another tool Eisenhower Matrix:

Important, but not urgent ❖ You decide when to do it	**Urgent and Important** ❖ Do it ASAP
Not important, not urgent ❖ Do it later	**Urgent, but not important** ❖ Delegate to someone

Important ↑

Urgent →

Key Take Away: Capturing, prioritizing & actioning tasks!

Capturing	Prioritizing	Ask yourself
• Ensure you are documenting items in a source of truth (one method)	• Prioritizing To-Do Lists or Tasks • Understanding unplanned emergencies and how to incorporate them on your to-do list • You can use such things as High, Med, Low or Red, Yellow, Green	• Is this issue going to impact customer satisfaction? • Will this impact my performance review? • Will this have a cost impact if not addressed? • Will this issue have a safety impact for employees or customers?

"By Failing to Prepare, You are Preparing to Fail"
Benjamin Franklin

QUESTIONS?

Thank You!!!!!

Any questions for the presenter, contact information below:

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