Learning & Development - Time Management

WHY	In a world where technology is allowing complex tasks to be executed quicker by the minute, our expectations as business owners, employees and customers are higher than ever when it comes to delivery of services. The old saying "time is money" has never been more true. This short course is aiming at helping you with your time management, contributing to better self-management.
WHO	**Audience:** - Hospitality professionals of all levels - Anyone curious about their time management **Facilitator:** - Self-learning - Managers of all levels
WHAT	**Content includes:** - Pre course assessment – Time Management Quiz - Theory 1: Time Management Matrix (Stephen R.Covey) - Theory 2: Multiple your Time (Rory Vaden) - Practical example **Content length:** - Approximately 60 minutes in this section - Approximately 30 minutes of linked external resources (see below)
HOW	1st Read content and select what you believe to be useful for you/your team 2nd Decide what element you/your team will apply and make a plan 3rd Set a deadline for application to be reviewed 4th Review results, amend methods according to specific needs and apply again until satisfied
PLUS	**Internal resources:** - The course on Resolutions will dramatically help you/your team to implement systems and techniques learnt in this section, as it will enable you/your team to create change smoothly. **External resources:** - Stephen R.Covey on the Time Management Matrix – YouTube - Rory Vaden on Multiplying your Time– Ted Talk

Pre course assessment – Time Management Quiz

<u>Quiz:</u>

Take the quiz and find out how good your time management really is. This test takes no longer than 5 minutes to complete. Ironically, not finding the time the take on the test and complete the course proves the point: you need it!

TIME MANAGEMENT QUIZ

Read the 10 statements below and select the number from the scale that most closely matches your response to each statement. Write the number in the space provided to the left of the each question. When all statements have been completed total the 10 numbers.

0	1	2	3	4	5
Never	Very Infrequently	Sometimes	Frequently	Mostly	Always

1. _____ I think I'm indispensable. I find myself taking on various jobs because I think I'm the only one who can do them.

2. _____ I don't have time to do all the important things because I'm too busy with smaller things that always pop up during the day.

3. _____ I tend to attempt to do too much. I say "yes" to most requests as I feel I can do them all or I don't want to upset people by saying "no".

4. _____ I am under pressure. I am always behind and have no way of catching up. I feel as though I am always rushing.

5. _____ I work long hours: ten, eleven, twelve, sometimes up to fourteen hours a day, five or six days a week.

6. _____ I feel guilty about leaving work on time.

7. _____ I don't have enough time for rest, social activities or personal relationships.

8. _____ I constantly miss deadlines that have been set.

9. _____ I take worries and problems home.

10. _____ I find it hard to make decisions and keep putting things off.

Your total score: _____

<u>Scores:</u>

0-9: Well done.

People who score between 0 and 9 finish work on Friday, go home and enjoy their weekend, because they know there is nothing they have overlooked or left outstanding.

10-25: Not too bad.

People who score in this range know there is room for improvement. The finish work on Friday and go home to enjoy their weekend but all of a sudden, sometime during Saturday remember there's still a couple of outstanding jobs that need to be done.

26-50: Congratulations!

Congratulations on taking this course today! This kind of person finishes work on Friday and goes home, but they don't enjoy themselves at all. They spend their whole weekend worrying about the 27 projects still sitting on their desk because they know that there will be other things coming in next week that will bury those projects already sitting there.

Theory 1 – Stephen R.Covey – Time Management Matrix

Often presented as a time management tool, the matrix presented by Stephen R.Covey in his brilliant book *the 7 Habits of Highly Effective People* is essentially a priority sorter that will indeed allow you to have a much more efficient use of your time.

Make a comprehensive list of your daily tasks, on post-its, and sort them on the below matrix, according to their importance and urgency.

Covey rightfully argues that our time is constantly hijacked and wasted with either disrupted last minutes requests, putting us in a fire fighting mode, or with less significant tasks that frankly we could avoid doing altogether. Sorting out our priorities and focus our time in important yet non-urgent tasks is the key to efficiency. To achieve this, one must learn to say no (quadrant IV), delegate tasks appropriately (Quadrant III), anticipate and plan (Quadrant II) and finally create systems and train people so to reduce the time spent fire fighting (Quadrant 1).

	URGENT	NOT URGENT
IMPORTANT	Quadrant I urgent and important **DO**	Quadrant II not urgent but important **PLAN**
NOT IMPORTANT	Quadrant III urgent but not important **DELEGATE**	Quadrant IV not urgent and not important **ELIMINATE**

Theory 2 – Rory Vaden - Multiple your time

In his fantastic Ted Talk, Self Development Strategist Rory Vaden proposes that we should procrastinate on purpose. Although counter intuitive, this system is incredibly effective as it does genuinely multiple time.

The Time Management Matrix (Stephen R.Covey) suggests we avoid wasting our time in non-important/non-urgent tasks. The Focus Funnel below is the tool that allows us eliminate, automate and delegate tasks purposely.

Using the previously created post-its listing your daily tasks, pass them through the funnel to see what you will allow yourself to eliminate, what you could work toward automating and what can be delegated. This process is truly multiplying time.

THE FOCUS FUNNEL™

TASKS

PRIORITY DILUTION

ELIMINATE

AUTOMATE

PRIORITY CONCENTRATE

DELEGATE

PROCRASTINATE ON PURPOSE

ME

CONCENTRATE PROCRASTINATE

NOW LATER

In conclusion: *You MULTIPLY your time by giving yourself the EMOTIONAL PERMISSION to spend time on things TODAY that will give you more time TOMORROW* – R. Vaden

Practical example

When I took the quiz for the first time, I scored poorly. Having applied to myself what I later taught my team and shared with you in this short course, I have improved my time management to the point that I did no longer miss deadlines.

The below are just a few of my own post-its:

	Urgent	Not Urgent
Important	**Quadrant I** * incidents and customer complaints * IT or technical issues * Support on floor during busy times	**Quadrant II** * service and sales related projects * managment training * mailbox organisation
Not Important	**Quadrant III** * team briefings * staff training * pre project work	**Quadrant IV** * non essential meetings * non service or sales related projects * favours I did to people who did nothing for me

I was stuck on fire fighting mode because I did not plan properly. After stopping to do Quadrant IV tasks, I invested the time saved to train my people so they could take on Quadrant III tasks. This newly time saved was invested in Quadrant II tasks, which in time reduced greatly the occurrence and severity of disruptions of Quadrant I.

The Focus Funnel is the tool I have use to decide what I would allow myself to do and what I would consciously decide not to do, at least straight away.