



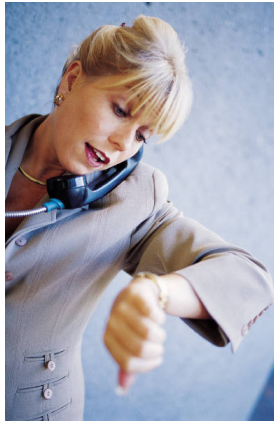
TIME MANAGEMENT

This fully interactive 1-day training workshop will teach you how to control the vicious circle of time-pressure and stress, allowing you to make the most effective use of your time, energy and talents.

SAQA Unit Standard 114589 - NQF Level 4, 4 Credits

PARTICIPANTS WILL LEARN HOW TO:

- Select the time management system best suited to your personality and job.
- Prioritize your goals and create more time for effective decision-making.
- Empower others by using the five key principles of delegation.
- Regain control by actively managing interruptions, phone calls and email.
- Optimize team workflow using activity networks, float and critical path analysis.



TOPICS COVERED INCLUDE:

Understanding Time Management • Identifying Time Loss • Urgency and Importance Matrix • Effective Decision Making Techniques • Strategic Planning • Setting Your Goals • Defining Your Objectives • Dealing With Interruptions • Knowing When to Delegate • Delegating Effectively • Providing Support & Feedback • Managing Incoming & Outbound Calls • Organizing Your Workspace • Speed Reading Techniques • Communicating Effectively • Work Related Stress • Dealing With Overload • Negotiating Your Workload • Planning Your Day • Using Activity Networks • Critical Path Analysis • Effective Resource Planning • Preparing Planning Diagrams

1. INTRODUCTION

Understanding Time Management – Explains the attributes needed for effective time management, and the benefits of beginning with a limited range of tactics, before extending these into an overall time management strategy.

2. TIME MANAGEMENT PRINCIPLES

Identifying Time Loss – Explains the importance of carrying out an objective review of how you currently spend your time and identifying what proportion of it is spent in areas that are not essential to achieving your goals.

Urgency and Importance - Describes how to use an urgency/importance grid to classify the tasks that you currently perform, and how to optimize the amount of time that you spend on each type of task.

Effective Decision Making – Describes a variety of techniques that can contribute to more effective decision-making.

Setting Your Goals - Discusses adopting a proactive approach in order to anticipate events and be in a position to identify and define your goals clearly.

Defining Your Objectives – Explains how to analyze your goals to define a series of objectives and the need to rank objectives in order to identify the means and actions needed to achieve them.

3. TIME SAVING TECHNIQUES

Dealing With Interruptions – Explains how to evaluate what an interruption represents as a demand on your time and how to deal with non-urgent interruptions in a polite but effective way.

Knowing When to Delegate - Explains how to overcome the reluctance to delegate, and how to decide which tasks are suitable for delegation.

Delegating Effectively – Details the practical aspects of delegating work, the importance of providing ongoing support and feedback, and the need to evaluate the outcome and apply any lessons learned when delegating work in the future.

Managing Incoming Calls - Describes how to screen your incoming calls when you don't want to be interrupted, and a variety of tactics for keeping incoming telephone calls as short as possible.

Managing Outbound Calls – Explains the use of an outgoing call log to help plan and structure your calls, and an efficient time management approach to making outgoing calls.

Organizing Your Workspace – Explains how to deal with incoming paperwork in an efficient way, and how to identify manual and electronic filing systems that meet the needs of the way you work.

Communicating Effectively – Discusses various time saving techniques that you can use to improve your efficiency with regard to written communications. These include speed-reading, business letters and email.

4. DEALING WITH STRESS

Understanding Overload - Describes the most common sources of work-related stress, and provides an objective assessment of the extent to which **you** may be suffering from overload at work.

Negotiating Your Workload - The inability to say 'no' to requests can be a significant contributor to stress and overload. This section explains how to decline requests when it is appropriate to do so.

5. PRACTICAL TIME PLANNING

Planning Your Day - Explains how to use a planner or scheduler, to plan your tasks according to your workload and performance cycle.

Using Activity Networks – Describes activity networks, which have become established as one of the most popular resource planning techniques available.

Critical Path Analysis – Shows how to identify the critical path within any network of activities and how to calculate the total float and the free float available.

Effective Resource Planning - Describes resource planning, which is concerned with the effective scheduling of all of the resources available in order to deliver the outputs required.

Preparing Planning Diagrams - Discusses the various ways that resource-planning information can be summarized for presentation to senior management.

CERTIFICATION: Participants will be awarded a Certificate of Attendance on completion of the workshop. If required, assessments will be conducted thereafter towards a Certificate of Competence issued to successful participants in line with the relevant NQF Levels and Unit Standards as approved by the South African Qualifications Authority (SAQA).

Contact The Business School of South Africa for a customized proposal to suit your needs!



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086 123 BSSA (2772)