Personal Effectiveness:

Managing Time Management and Administration

Releasing potential through learning and development

Please take a few moments before the course & complete 'My Personal Learning Objectives' in your Workbook

Mike Phillips

Trainer, Facilitator, Consultant and Coach

(Assoc. CIPD, Cert. in Training Practice)

30 Vicarage Road
London
E15 4HD

07949 826881

For details about other course titles available:

mike@mikephilliptraining.co.uk

www.mikephillipstraining.co.uk

Follow Mike Phillips Training on:

http://mikephillipstraining.blogspot.co.uk/

www.facebook.com/MikePhillipsTraining

www.linkedin.com/in/mikephillipstraining

www.twitter.com/MikePTrain

dsc directory of social change

Releasing potential through
learning and development

Course Aim

- To provide participants with the fundamentals of useful time management techniques

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Learning Outcomes

By the end of today's course, you will be able to:

- ☑ List the benefits of being effective an time manager
- ☑ Analyse your own time management habits
- ☑ Distinguish between reacting and responding to situations
- ☑ Be aware of the impact of procrastination and how to overcome it
- ☑ Set SMART goals
- ☑ Use a range of planning and prioritising techniques
- ☑ Identify your personal time stealers and strategies to gain control of your time

dsc directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Before we Begin...

"Minds are like parachutes –

they only function

when open."

Thomas Dewar

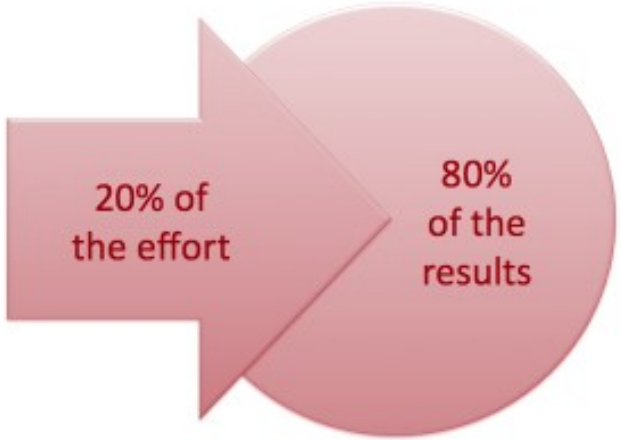
directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pareto's 80:20 Principle

- 80% of the consequences flow from 20% of the causes
- 80% of the results come from 20% of the effort and time
- 80% of company profits come from 20% of the products and customers
- 80% of all stock market gains are realised by 20% of the investors and 20% of an individual portfolio



directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management in Context

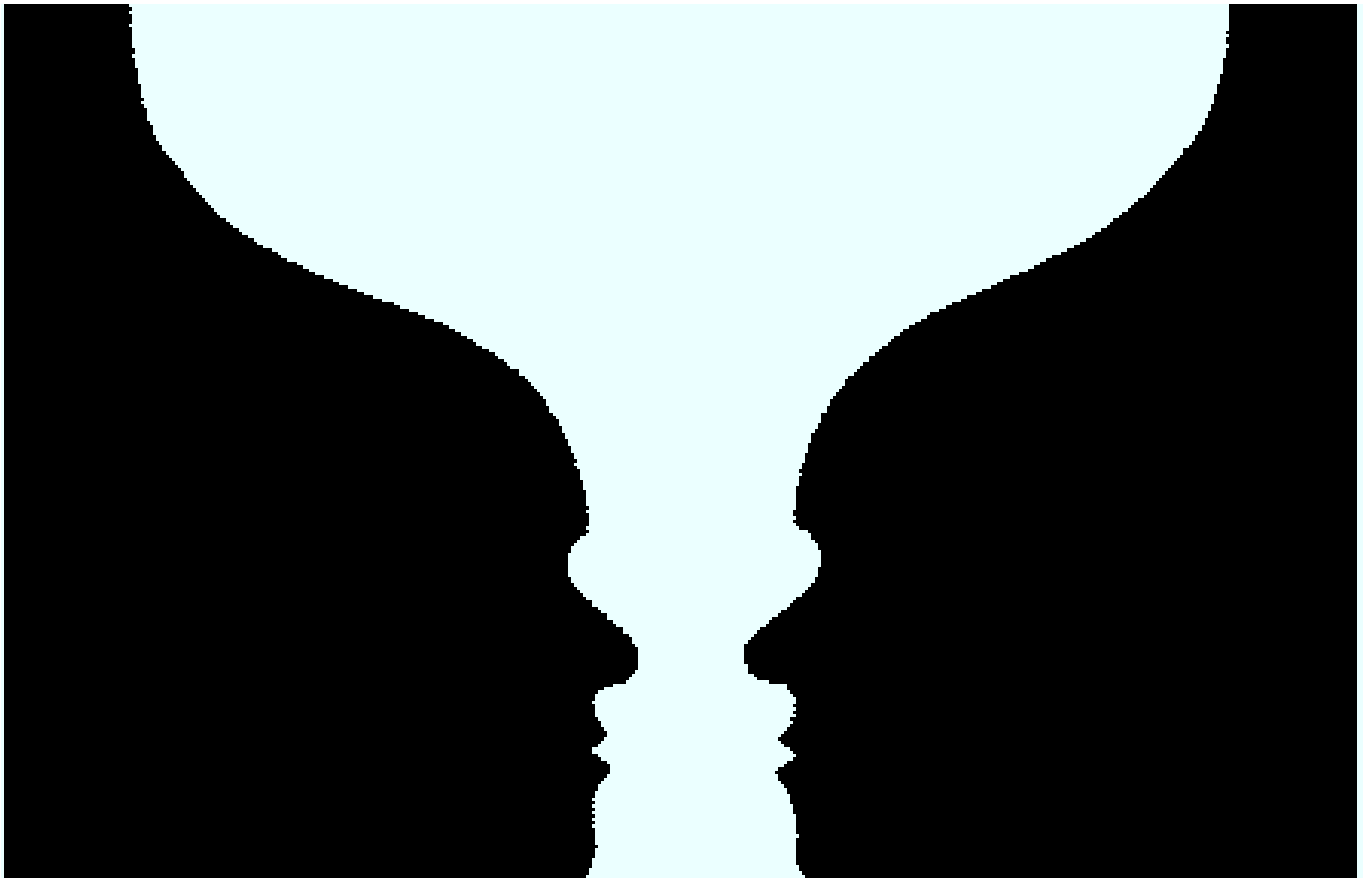
- ☑ Be aware of time as a concept
- ☑ List the benefits of being an effective time manager
- ☑ Identify Time Stealers

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

What do you see?



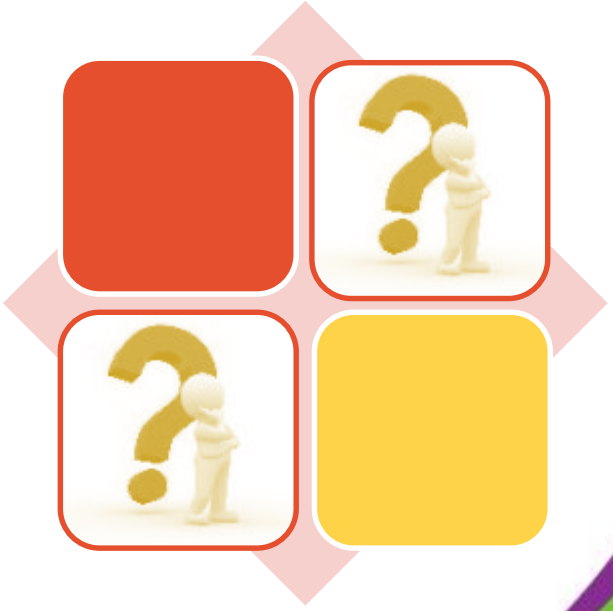
© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Benefits of Time Management

Thought Shower

- What are the benefits of being effective managers?
  - ★ These could be for:
    - ❖ 'Beneficiaries,' clients/service-users
    - ❖ Colleagues/team-workers
    - ❖ Organisation
    - ❖ Personal
    - ❖ You



dsc directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Identify Time Management and Effectiveness barriers

- An unclear job role/not knowing what we are **FOR**
- Answering other people's calls
- Inefficient administration systems
- Interruptions from colleagues
- Lack of skills and/or confidence
- Own attitudes/mind-set towards time-management and ways of working
- Personal work habits
- Searching for things
- Taking minutes
- Too many/irrelevant meetings
- Waiting for other people
- Work given at the last minute

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Move towards Efficiency

- Action plans
- Arrange work space
- Break the urgency habit
- Chunk/cluster calls and emails
- Clear desk
- High energy time and private hour
- Just say “no”
- Making decisions

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Solutions = Setting limits

- Limiting availability
- Limiting duration
- Limiting importance
- Limiting involvement
- Limiting standards
- Limiting urgency

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Using a Time Management Audit

- ☑ Analyse your own time management habits
- ☑ Use the Energy Curve to plan tasks and activities
- ☑ Be aware of the cost of time
- ☑ Reflect on your own work-life balance

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management Audit

directory of social change

Releasing potential through
learning and development

Keep A Time Log

TIME LOG

DATE

TIME	ACTIVITY	PURPOSE / PROJECT 1	2	3	4	5	EFFECTIVENESS A (High)	B (Average)	C (Low)
8:00 AM									
8:10 AM									
8:20 AM									
8:30 AM									
8:40 AM									
8:50 AM									
9:00 AM									
9:10 AM									
9:20 AM									

TIME LOG

DATE 21. OCT

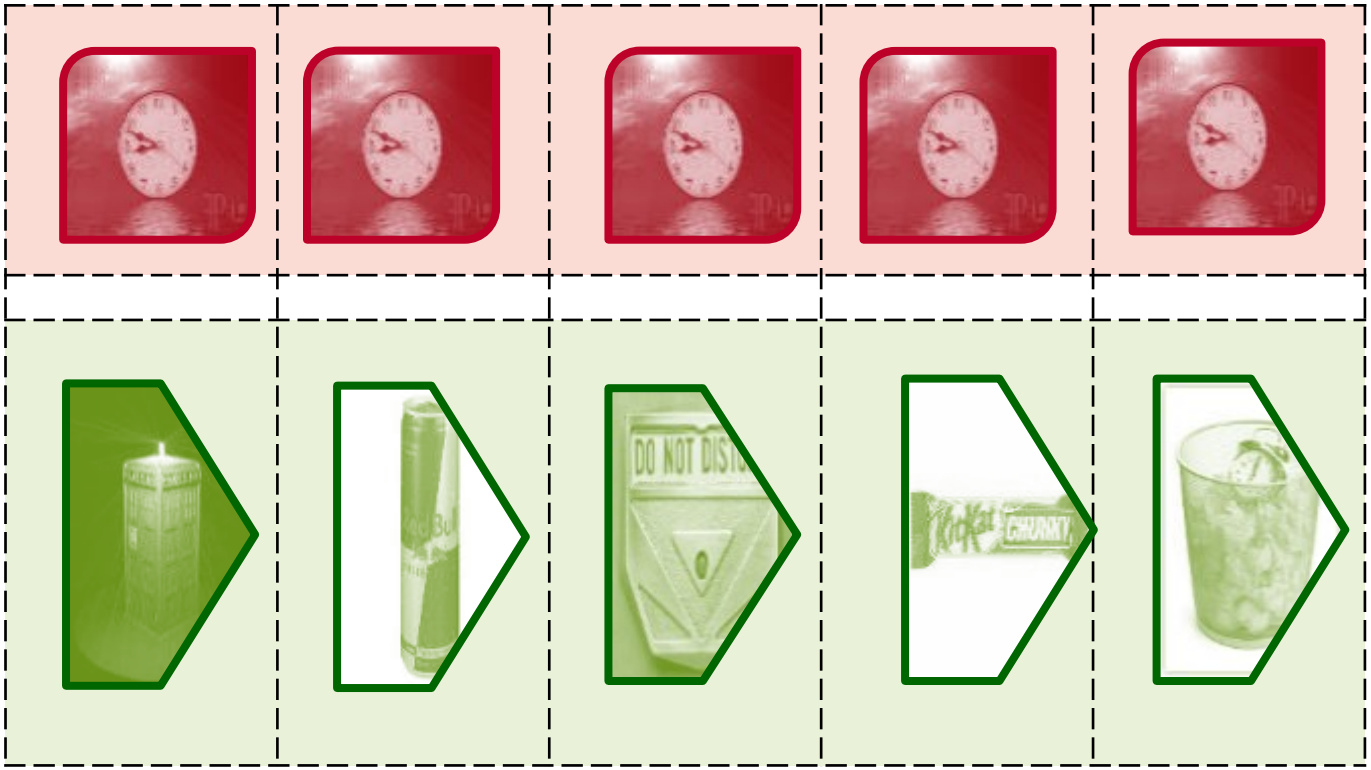
TIME	ACTIVITY	PURPOSE / PROJECT 1 (ROUTINE)	2 (DATABASE)	3 (TRAINING)	4 (EXPAND TEAM)	5 (SALES CALL)	EFFECTIVENESS A (High)	B (Average)	C (Low)
8:00 AM	EMAIL	X						X	
8:10 AM		X						X	
8:20 AM	COFFEE BREAK								X
8:30 AM	PREPARED SOFTWARE BUDGET		X				X		
8:40 AM			X				X		
8:50 AM			X				X		
9:00 AM	CALL FROM RAVI			X				X	
9:10 AM	DISCUSS RESUME W/ JAY				X			X	
9:20 AM	DRIVE TO BUILDING 'D'								X
9:30 AM	STAFF MEETING	X							X
9:40 AM		X							X
9:50 AM		X							X

dsc
directory of social change

Releasing potential through learning and development

Take 5:

Tips to Reflect and Analyse

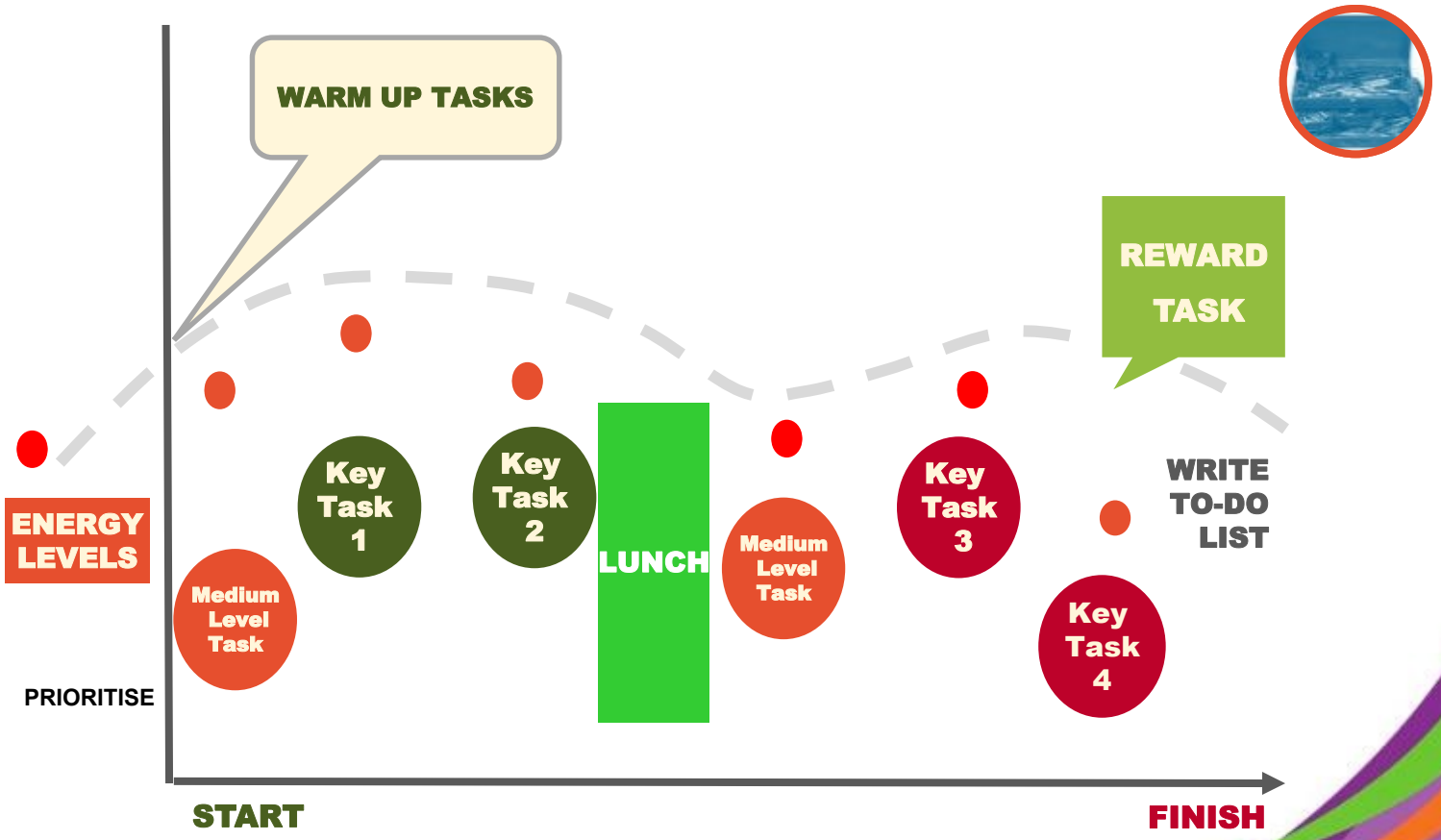


directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Our Energy Curve



dsc
directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

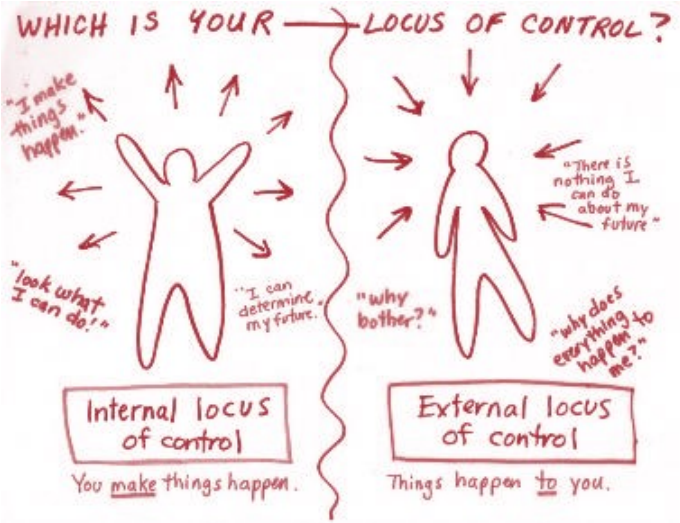
Your time is worth....

If you earn per annum:	Each hour is worth:	The loss of one hour per day over a year costs:
£10,000	£6.13	£1,428.00
£15,000	£9.19	£2,142.00
£20,000	£12.26	£2,875.00
£25,000	£15.32	£3,571.00
£30,000	£18.39	£4,285.00

dsc
directory of social change

Releasing potential through
learning and development

Time Is Money



© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"Time = Life, Therefore, waste your time and waste of your life, or master your time and master your life. "

Alan Lakein

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Welcome Back!

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

The Brain, Mindsets and Time Management

- ☑ Be aware of how the brain affects our time management
- ☑ Distinguish between reacting and responding to situations

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Games

How our brains

help us or

hinder us

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Understanding Procrastination

- ☑ Be aware of the impact of procrastination and how to overcome it
- ☑ Explore the impacts of procrastination on self, co-workers and others
- ☑ List 5 tips for dealing with procrastination

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Looking at What Holds Us Back

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

The Procrastination Cycle

Perfection Demands

Fear of Failure

Procrastination

Self-criticism

Anxiety & Depression

Loss of confidence

Greater Fear of Failure

Greater need to procrastinate

Vicious Circle of Procrastination

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Impacts of Procrastination

- Damage to reputation
- Distress from delay
- Guilt
- Last minute anxiety
- Missed deadlines
- Missed opportunities
- Pressure on colleagues
- Pressure on self
- Sub-standard work

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Why Procrastinate?

- Fear of Failure – need to be perfect
- Inner critic
- Logic based on past experience
- Reaction to threat
- Short term gain – reduce tension, fun

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Changing Thoughts

Procrastinators:

- I have to
- I must finish
- This is so big
- I must be perfect
- I don't have time to play

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Take 5:
Tips to Overcome Procrastination

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Unhelpful Time Management Mindsets

- ☑ Identify personal mind-sets that may get in the way of you being effective time manager

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

HB - Have's and Be's

- I'll be happy when I have paid off the mortgage
- If only I had a different boss
- If only I had a more patient husband/wife
- If I had my degree
- If only I had more time to myself

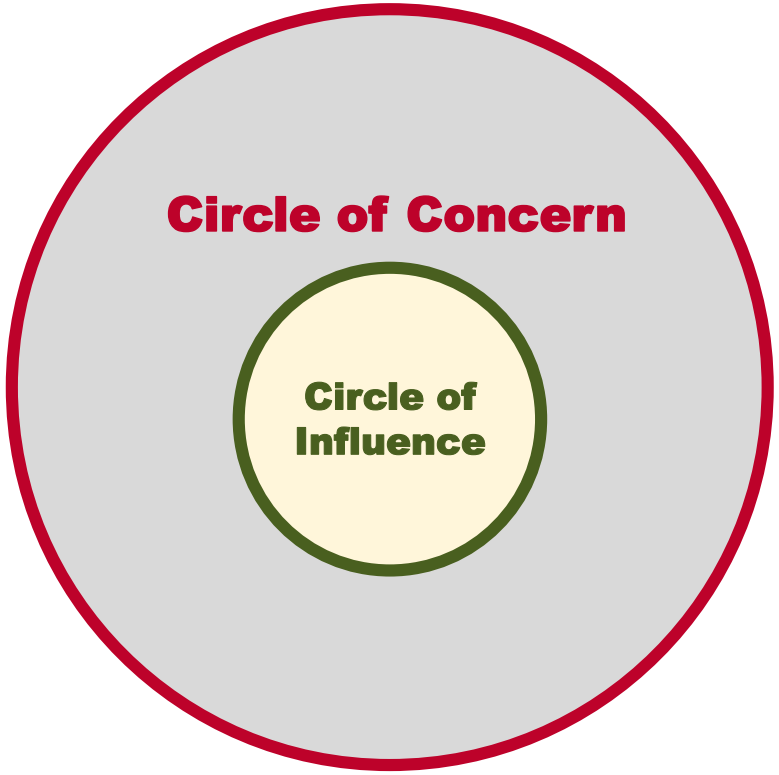
Versus:

- I can be more loving, patient
- I will be more assertive with my boss

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Circle of Concern



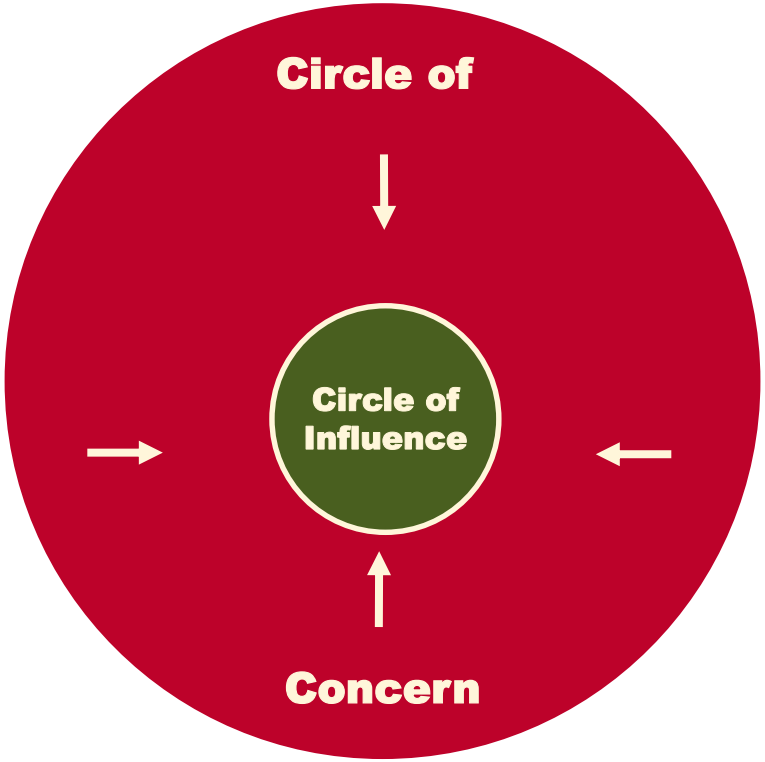
Source:

7 Habits of Highly Effective People,
Stephen Covey

directory of social change

Releasing potential through
learning and development

Reactive Focus



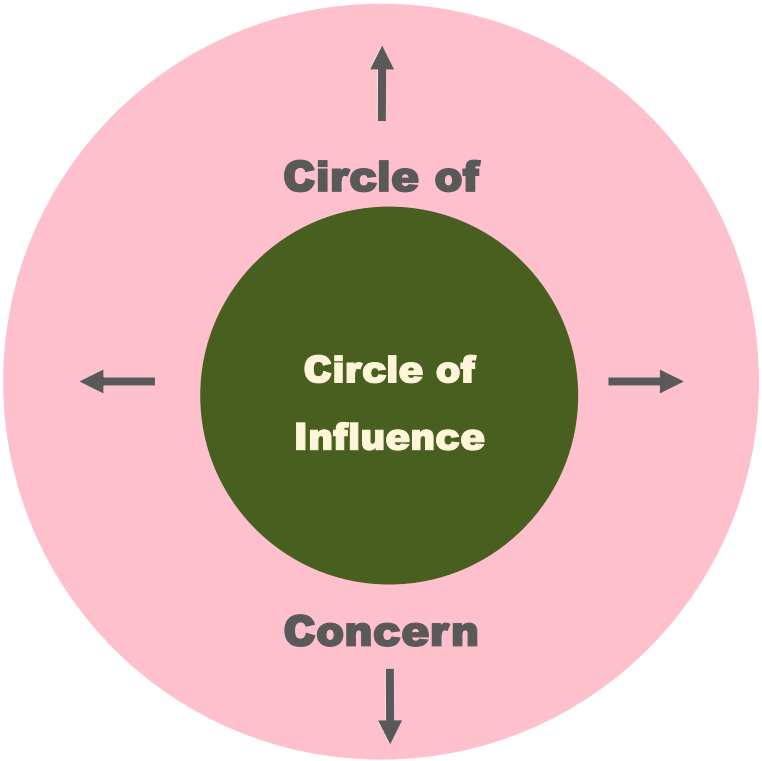
Source:

7 Habits of Highly Effective People,
Stephen Covey

directory of social change

Releasing potential through
learning and development

Proactive Focus



Source:

7 Habits of Highly Effective People, Stephen Covey

directory of social change

Releasing potential through
learning and development

What do you see?

directory of social change

Releasing potential through
learning and development

Mind Set:

Direction

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Flexibility of Mind and Strategies

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Know Your Motivation Triggers

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Locus of Control

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Reactive or Proactive?

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Bad Work Habits?

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Remove Inefficiencies

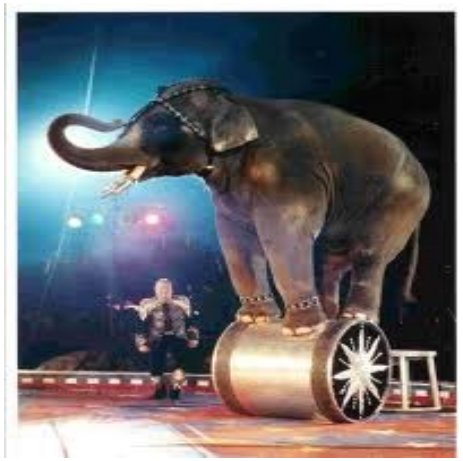
directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mind Set:

Chained to the Past



directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Mindsets: A Summary

- Direction?
- My Way or No Way
- Reactive vs Proactive
- Bad Habits (e.g. no boundaries)?
- Inefficiencies?
- Chained to the past?

dsc directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Managing Time

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"If you have made mistakes, there is always another chance for you.

You may make a fresh start at any moment you choose…

For this thing we call 'failure' is not the falling down, but the staying down.“

Mary Pickford

dsc
directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Welcome Back!

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management Habits

- ☑ Be aware of how we work under pressure
- ☑ Identify unhelpful work habits

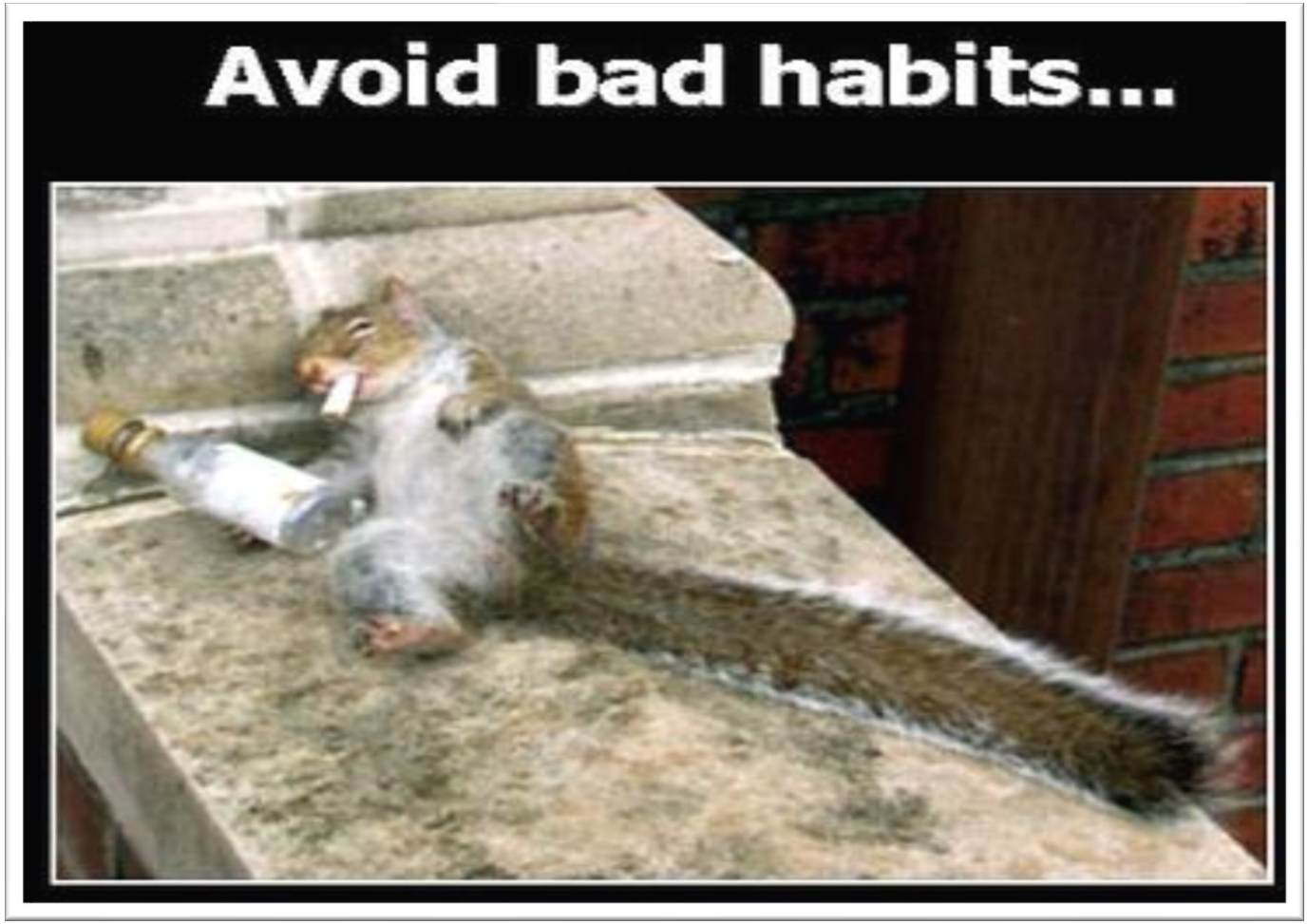
© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Work Habits

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development



© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"If you do what you've always done, you'll get what you've always gotten."

Anthony Robbins

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Roles and Goals

- ☑ Recognise the different roles you play in your work and personal life
- ☑ Consider what you are FOR
- ☑ Describe SMART goals
- ☑ Set goals for your personal and work-life going forward

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Roles and Goals

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Mission

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

What am I FOR?

- **F**undamental
- **O**utcome
- **R**equirement

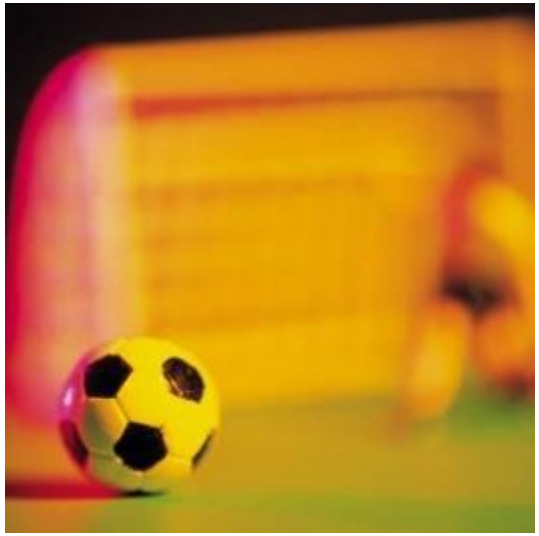
Source: Achieve, Mark Butcher

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

SMART Goals



“The object to which effort or ambition is directed; the destination of a journey.”

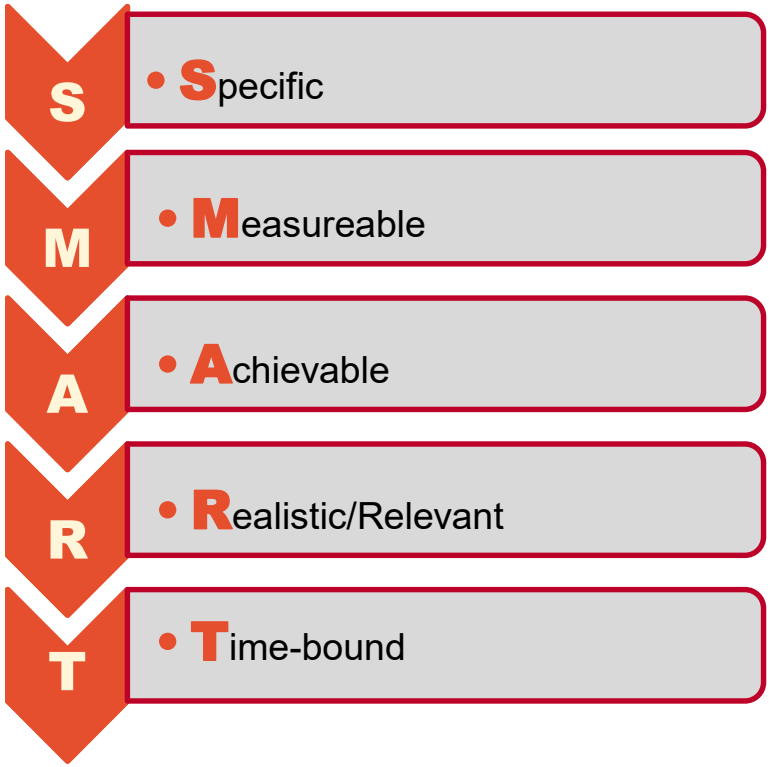
Oxford English Dictionary

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

SMART

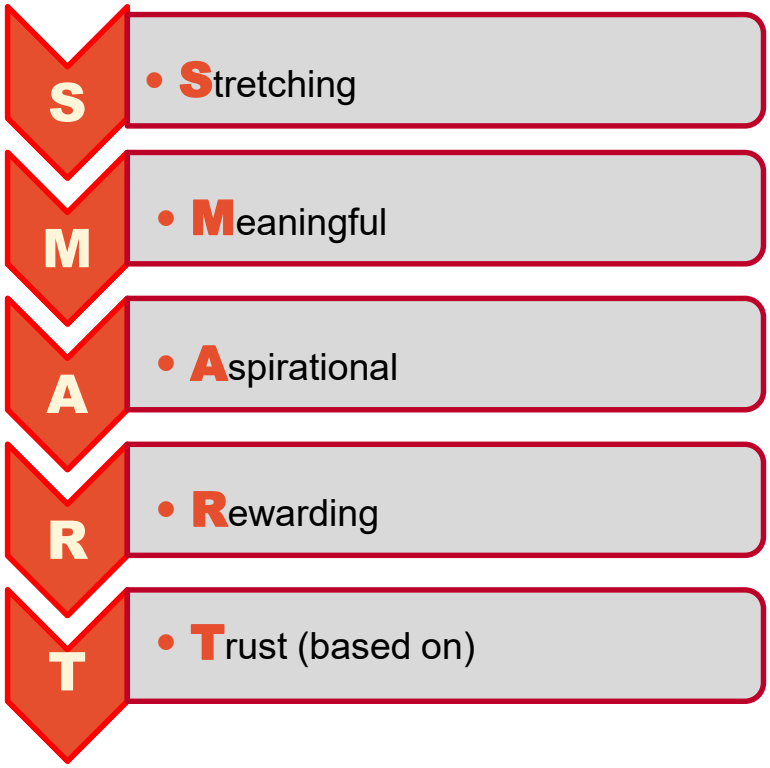


directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

SMART



© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Keep Your Eye on the Goal

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

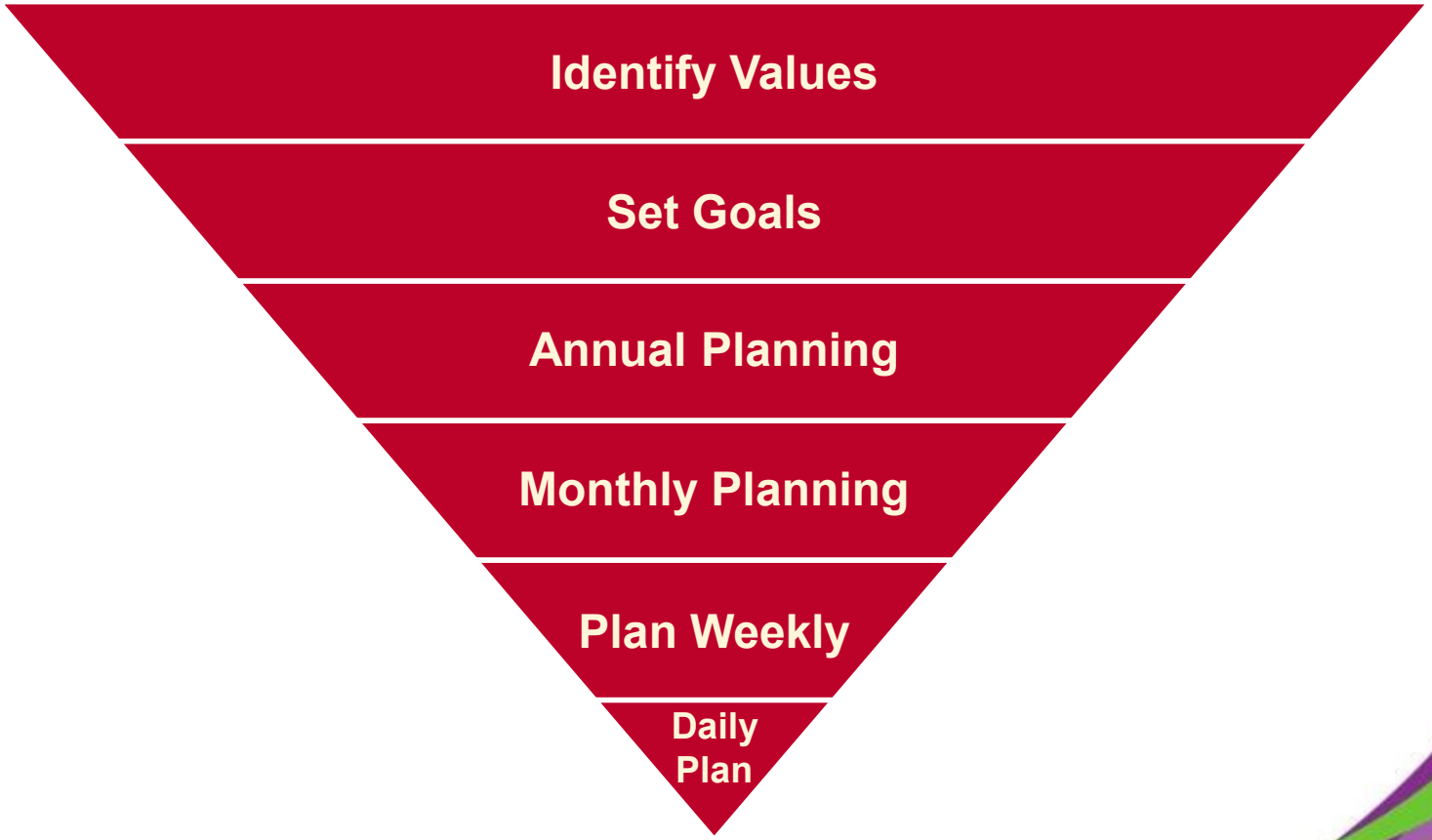
Releasing potential through
learning and development

- ☑ Describe the Planning Pyramid
- ☑ Identify strategies for planning and scheduling your calendar
- ☑ Explain the Time Management Quadrant and the best quarter in which to focus our efforts

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Planning Pyramid



directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Structuring Your Day

- Diaries/Year Planners/Outlook™
- Focus Tasks
- Find the Hidden Hour
- High Energy Times
- Multi-tasking?
- Reflection Time
- Review Plans
- Work-life Balance

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management Quadrant

Q1. URGENT & IMPORTANT	Q2. NOT URGENT BUT IMPORTANT
Genuine crises Pressing problems Projects/work driven by deadlines Fire fighting	Planning, Relationship building, Creative thinking – new opportunities, Preventing crises, projecting Professional knowledge
Q3. NOT IMPORTANT BUT URGENT	**Q4. NOT IMPORTANT & NOT URGENT**
Interruptions Some calls Some mail Some reports Unprepared meetings	Irrelevant mail and calls Trivia Unproductive activities Stuff we like to do

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management Quadrant

Q1. URGENT & IMPORTANT	Q2. NOT URGENT BUT IMPORTANT
Genuine crises Pressing problems Projects/work driven by deadlines Fire fighting	Planning, Relationship building, Creative thinking – new opportunities, Preventing crises, projecting Professional knowledge
Q3. NOT IMPORTANT BUT URGENT	**Q4. NOT IMPORTANT & NOT URGENT**
Interruptions Some calls Some mail Some reports Unprepared meetings	Irrelevant mail and calls Trivia Unproductive activities Stuff we like to do

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Priorisising Tasks

- ☑ Use a range of potential techniques for prioritising your tasks

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Prioritising

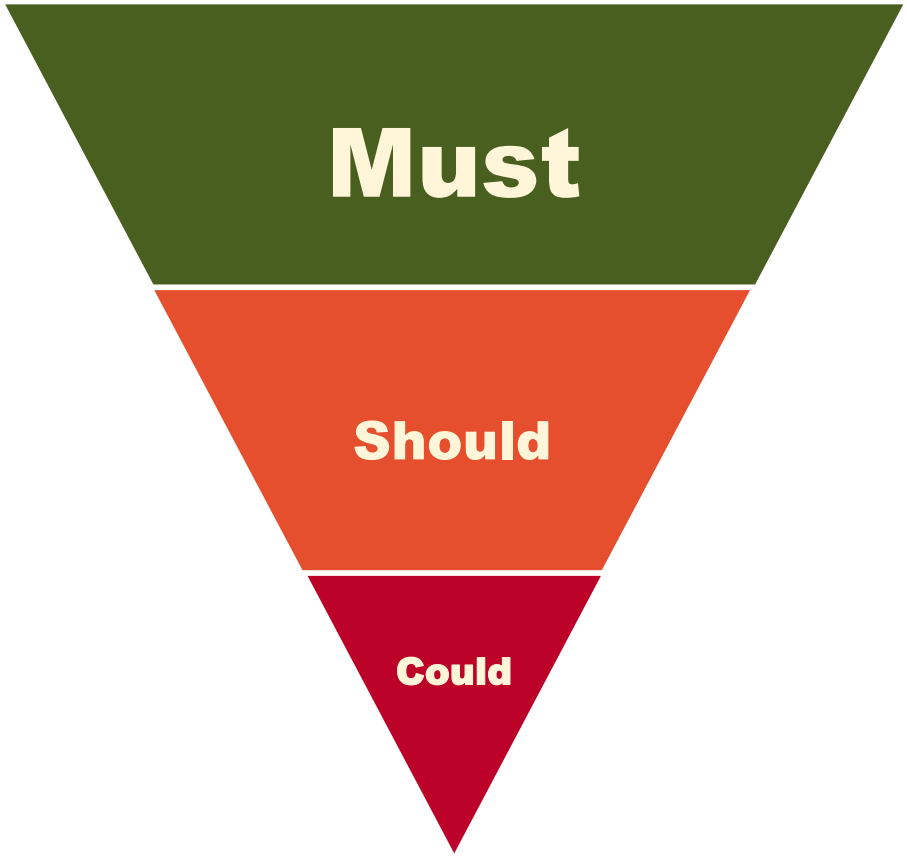
- **P**roper
- **P**rior
- **P**lanning
- **P**revents
- **P**oor
- **P**erformance

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Prioritising Tasks



directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"One of the symptoms of an approaching nervous breakdown is the belief that one's work is terribly important and that to take a holiday would bring all kinds of disaster."

Bertrand Russell

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Welcome Back!

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Strategies for Time Stealers

- ☑ Identify your personal time stealers and strategies to gain control of your time

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Stealers

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Effective Delegation

- ☑ Recognise key principles for effective delegation

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Be A Smarter Delegator

SMART GOALS

- **S**pecific
- **M**easureable
- **A**chievable
- **R**ealistic/Relevant
- **T**ime-bound

SMARTER DELEGATION

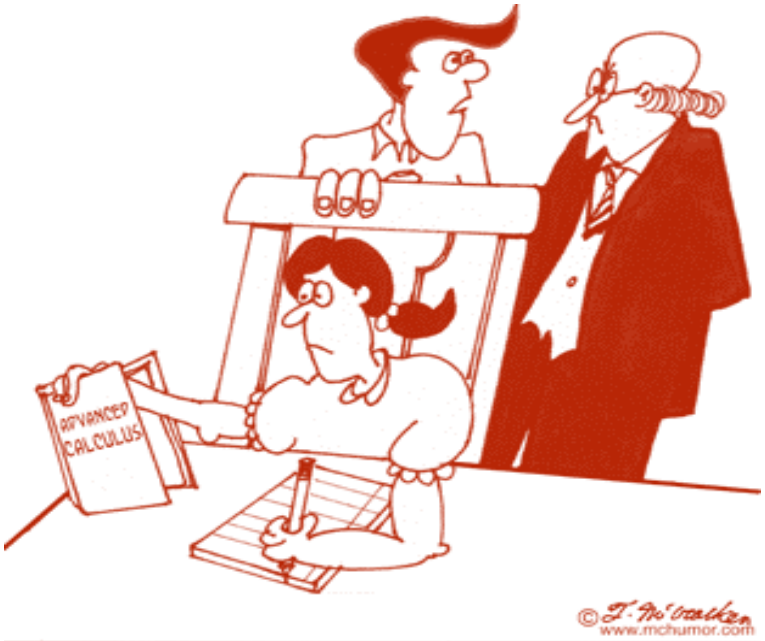
- **S**pecific
- **M**easureable
- **A**chievable
- **R**ealistic/Relevant
- **T**ime-bound
- **E**thical
- **R**ecorded

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Delegation Isn't 'Dumping'



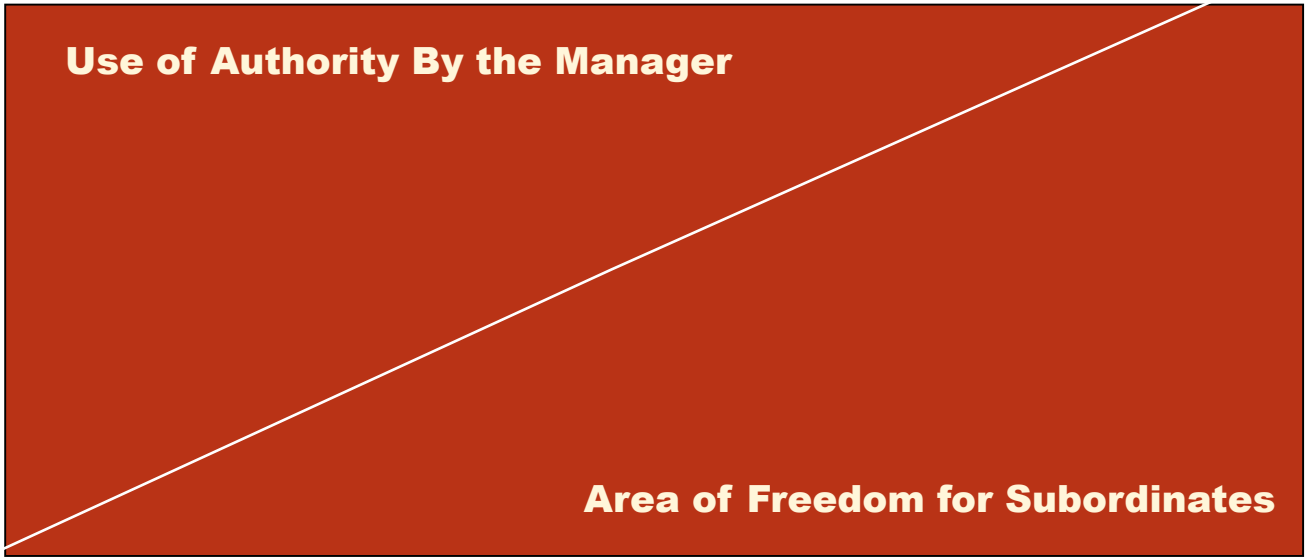
"The only reason I'm having Cindy do my homework, Dad, is that you always say a good manager knows how to delegate work."

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Delegation Continuum



Tell **Sell** **Consult** **Share** **Delegate**

Source:
Tannenabaum and Schmidt – model of delegation and team development

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"It is far better for a man to go wrong in freedom than to go right in chains."

Thomas H. Huxley

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Saying ‘no’

- Identify who asks for inappropriate amounts of time
- Practise
- Say it quickly – no long excuses
- Stay neutral
- Be strong
  - ★ ‘stuck record’

dsc directory of social change

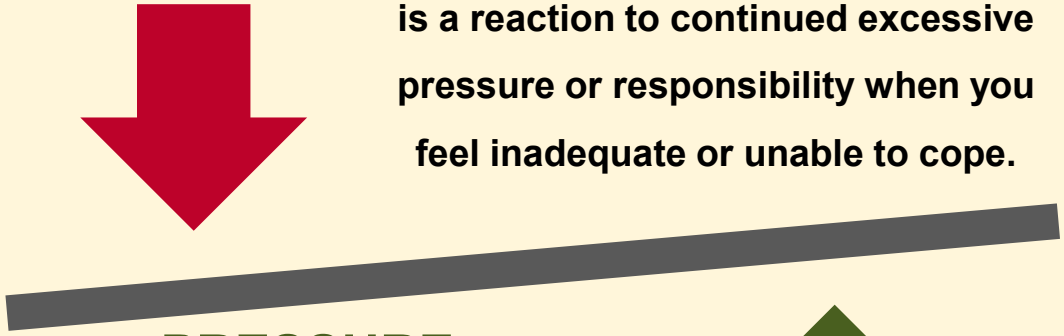
© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pressure vs Stress – What's the Difference?

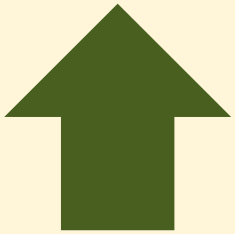
STRESS

is a reaction to continued excessive pressure or responsibility when you feel inadequate or unable to cope.



PRESSURE

is the stimulation and challenge you need to achieve job satisfaction and self-esteem.



dsc
directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Time Management and Stress

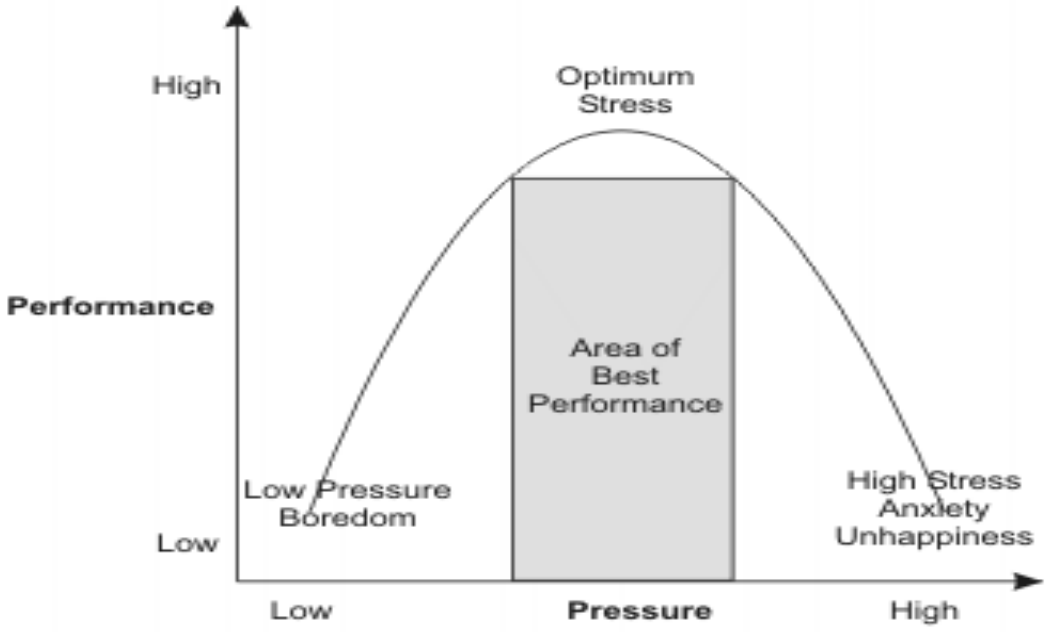
- ☑ Distinguish between pressure, eustress and distress

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pressure vs. Performance



The Inverted-U relationship between pressure and performance

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Organising Your Workspace

"Each piece of paper on the desk is indicative of a decision not yet made or an action not yet taken"

Source: "Clear Your Desk" Declan Treacy 1991

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Planning for the Future/ Stay Connected

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Changing Habits

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Pause for Thought

"Old habits can't be thrown out of the upstairs window.

They have to be coaxed down the stairs one step at a time."

Mark Twain

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Thanks for Your Participation!

Please remember to hand in your completed Evaluation Form.
If you'd like to receive the slides from today, please clearly write your email address on the form provided.

Mike Phillips

Trainer, Facilitator, Consultant and Coach

(Assoc. CIPD, Cert. in Training Practice)

30 Vicarage Road
London
E15 4HD

07949 826881

For details about other course titles available:

mike@mikephilliptraining.co.uk

www.mikephillipstraining.co.uk

Follow Mike Phillips Training on:

http://mikephillipstraining.blogspot.co.uk/

www.facebook.com/MikePhillipsTraining

www.linkedin.com/in/mikephillipstraining

www.twitter.com/MikePTrain

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Bonus Slides

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Saying " No "

- Say it once
- Say it clearly
- Explain your situation
- Try to help the other person to create solutions

This Photo by Unknown Author is licensed under CC BY-NC

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Negotiating your workload

- Ask yourself “How can I say this in a way they will hear it ?”
- Be clear about objective criteria e.g job description
- Decide what you will do if it doesn’t work out
- Prepare your case with a suggested solution and make your case clearly
- Understand the consequences for and interests of the rest of the team and the manager – Win/Win

dsc directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Effective Systems

- Always start with your role and what you are FOR
- Ask how others' roles, what they do and this fits in with what you are FOR
- Ask others what works best for them
- Be assertive
- Design systems which work for you and others
- Get colleagues/managers on board
- Make sure you are kept informed

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Organising your office
10 top tips

1. Archive you PC files/emails
2. Flag you emails, both sending and receiving for attention
3. Keep details of your contacts, so they are easy to retrieve
4. Keep on top of supplies
5. Make your workspace simple to use – both desk and PC
6. Manage your files centrally
7. Set calendar reminders
8. Share best practice – meet with others doing similar jobs
9. Tidy your office system regularly
10. Update your team with systems

directory of social change

Releasing potential through
learning and development

Managing Others

- Acknowledge feelings
- Be firm and fair
- Build good relationships
- Emotional Intelligence
- Expect cooperation
- Give clear explanations/diagrams

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through learning and development

Emotional Intelligence

- Be aware of your own emotional responses
- Managing your own responses: responding vs. reacting
- Remain mivated
- Supporting other people to manage their emotions and responses
- Understanding other people's emotional responses

directory of social change

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Video

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

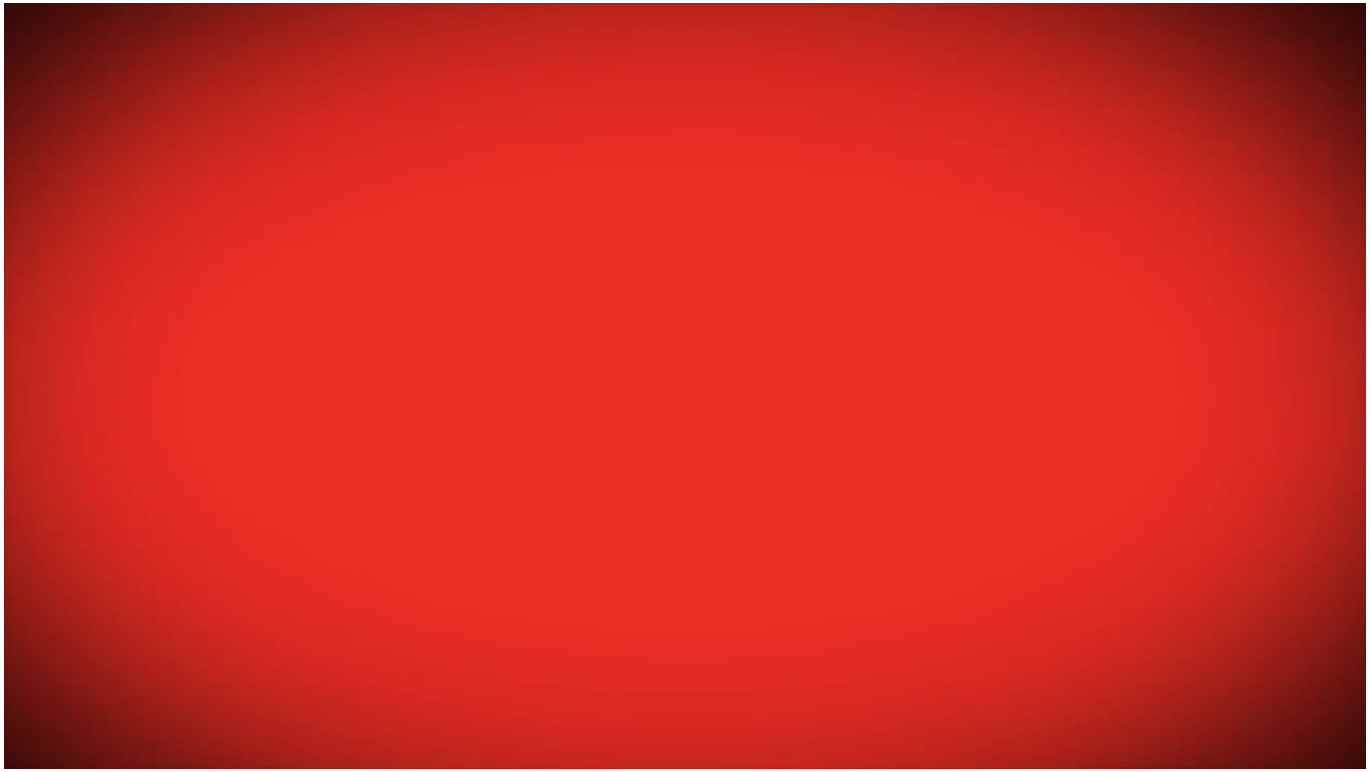
Releasing potential through
learning and development

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development



© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

Releasing potential through
learning and development

Delegation Masterclass

© 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach