

# A MANAGER'S GUIDE TO GETTING THINGS DONE

**CHANGE A COUPLE OF YOUR HABITS AND SEE THE DIFFERENCE IT MAKES.**

**URGENT:** Work that needs to be completed within a short timescale. Minimise the number of urgent tasks by planning!

**IMPORTANT:** Tasks that will help **you** to achieve **your** objectives and get results. **Example:** Coaching is important, as it will help you to achieve your objective of improving service delivery of your team, in order to leave customers very satisfied.

## What should you do to ensure you gets results?

### 1. Don't let emails take over your day

- If there is a need to check emails at the start of a shift; quickly scan them to see if there are any which are urgent and important and therefore need an immediate response.
- Any emails which are not urgent/important can be done later once priority tasks are done.
- Only check emails at specific times – and stick to it!
- Switch off your email notification, so that you don't get distracted.

### 2. Spend time on priority tasks.

	<b>URGENT- usually unplanned or work you have put off</b>	<b>NOT URGENT- Planned work, where you should spend the bulk of your day.</b>
<b>IMPORTANT</b> Will help you achieve your objectives	<b>These are your priorities!</b> PRESSING ISSUES SOME ADMIN – needs to be done daily & by a specific deadline ESCALATIONS SOME MEETINGS SOME EMAILS UNEXPECTED CONDUCT ISSUES	<b>Long term achievement of goals – KEY RESULTS</b> PREPARATION & PLANNING (even for the unexpected) SOME ADMIN COACHING & 121s FLOORWALKING SIDE BY SIDE LISTENING WEEKLY/FORTNIGHTLY PERFORMANCE REVIEWS PERSONAL DEVELOPMENT
<b>NOT IMPORTANT</b>	SOME INTERRUPTIONS – by colleagues SOME EMAILS SOME PHONE CALLS SOME MEETINGS  Dump it/Delegate it/Do it quickly but not to a perfectionist standard!	<b>Escaping section</b> SOCIAL CONVERSATIONS ESCAPE ACTIVITIES – Too many breaks  <b>Keep to a bare minimum</b>

- Each day, make a list of all tasks and prioritise them, using the guide above.
- Start your day with your top priority task (The most urgent task). How do you determine your priorities for the day? Check your 'to do' list and highlight the tasks that will help you achieve objectives and are urgent i.e. need to be done by the end of the day.
- Avoid time wasting activities that do not help you to achieve your objectives i.e. getting caught up in too many social conversations, or other people's problems.

### **3. Know when you work at your best**

- Don't do focused or creative work when energy levels are low.
- Use prime time for important tasks, when you know your energy levels are high.
- Do 'Not urgent/Not important' tasks – during lower energy levels.

### **4. Plan-Do-Review**

- Don't rush into getting the task done without planning i.e. always build in prep time for 121s and coaching discussions.
- Always build in a short time for reviewing YOUR performance – what could have been done better?
- Plan ahead on a weekly/monthly basis. Use your calendar and a to-do list

### **5. Don't rely on keeping things in your head**

- Your memory may be excellent – but avoid relying on it as a 'to do' list!
- Write it down! Use Time Management tools e.g. calendar, reminder, task bar, to do list, diary.

### **6. Don't put things off**

- If there is a large task, or something you don't like doing, divide large tasks in smaller chunks and reward yourself upon completion.
- Write down reminders on a post-it, as a must do, that you will see when you arrive in work.
- Tell others what you are going to do – You are more likely to commit to it if other people are aware of it.
- Look at your work-list and tackle the worst thing first. 'Eat that Frog' – by Brian Tracy – best-selling time management book.

### **7. Handle interruptions effectively**

- Don't waste time on social talk when you are up against it
- If a colleague asks for help: Find out what they need, why and when it needs to be done by. Don't just say Yes!
- If you don't have time now, due to priority tasks that need to be done, try to arrange an alternative time when you can help.

### **8. Avoid always saying yes – Even if it is your boss who is asking!**

- Find out how important and urgent the task is – before you drop what you're doing
- Establish a timeline – can it be done later?
- If you have to say no - always explain your reasons.
- Before agreeing to attend a meeting or take over a task, consider if it is important for you to go or can it be delegated?

## ADDITIONAL TIPS

Boost your morale – rather than focusing on what you haven't done and going home feeling negative, focus on what you have done! Use the Successful Six approach:  
Decide on your top 6 priorities, based on importance and urgency.

Number	Action	Achieved
1		Y
2		Y
3		Y
4		Y
5		Y
6.		Y
<b>All 6 achieved</b>	<b>Well done! 😊</b>	

### Saying no to other people

Thank them for approaching you – even if you have to say no. Arrange an alternative time if you can't do it immediately. I do realise that this is important to you – but I will have to say no as I'm .....

Saying No

- ◆ Ask for more information or more time
- ◆ Empathise
- ◆ Thank them for asking you
- ◆ Say no and suggest another person who may be able to help
- ◆ Invite the person to return to you if they need to discuss other options
- ◆ Say yes – only when you know you can.

## WHAT CHANGES WILL YOU MAKE?

**THOUGHTS LEAD TO  
ACTIONS LEAD TO  
HABITS LEAD TO  
CHARACTER LEADS TO  
PERSONALITY LEADS TO  
THE NEW YOU!**