



The Customer Communicator Web Extra



Time-management tipsheet

There never seems to be enough time in the day to get everything done. But these wide-ranging time-management ideas will help:

- Plan your morning the evening before. Eliminate morning confusions and stress by putting everything you need to take to work in the same place every night.
- Tackle your easiest tasks during times when you're more likely to be interrupted. Save the difficult or top-priority jobs for minimal interruption times.
- Set priorities — for today, this week and this month. Also, prioritize daily to-do lists with most important or critical tasks at the top. Midway through the day, review your to-do list. Consider eliminating tasks of lesser importance.
- Break large projects into manageable steps or mini-goals.
- Don't let paperwork pile up. Handle each piece of paper (letters, memos, etc.) only once. File it, sign it, read it or throw it out.
- Determine your peak energy periods and schedule difficult or priority tasks for those times.
- Put some time aside each week for the unexpected.
- Call to verify appointments. If you have to leave the office for a doctor or dentist appointment, make a quick phone call to recheck the time.
- Identify your time-wasters and resolve to eliminate them.
- Use color to organize your work. For instance, colored file folders will allow you to see at a glance which tasks are piling up.
- Write everything down. Don't rely on your memory.
- Set up an environment that allows you to concentrate. Get rid of clutter in and around your workstation. File or put away all material not related to the job or task at hand. Concentrate on one thing at a time.
- Delete junk email without reading it. Use your inbound message filters or rules to automatically eliminate repeat offenders.
- Be realistic. Don't overschedule your time or plan an unrealistic amount of work for one day or week.
- Remember to balance your time. Give yourself time for relaxation, exercise, friends, family and fun.