

The University of Toledo
College of Business Administration
Executive Center for Global Competitiveness

MANAGING MULTIPLE PRIORITIES

Program Overview

Participants in *Managing Multiple Priorities* will acquire proven techniques, guidelines, and strategies for staying on top of competing priorities and conflicting projects. Debra Smith will help them learn how to plan with a mission, separate important activities from the merely urgent, complete the tasks that must get done, and become organized faster. Attendees will discover how to protect their priorities from unnecessary interruptions, manage meetings better, tame the “paper tiger,” and learn how to overcome procrastination. They will gain confidence in decision making, set limits by delegating and saying no, and commit to bringing more balance into their lives. The end result will be accomplishing more—with better results and less stress.

Program Objectives

In this one-day information-packed program, participants will learn how to:

- Overcome the reluctance to plan
- Use the 80/20 rule and the priority matrix to prioritize their activities
- Maximize their prime times and down times
- Reduce interruptions and maintain control of their time
- Zip through paperwork and curtail unproductive meetings
- Beat procrastination once and for all
- Delegate and ask for help
- Set limits and say no (and still keep their job and friends)
- Manage multiple priorities and bosses
- Reduce stress and anxiety and get more done

About the Instructor

Debra A. Smith is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

Program Agenda

Understanding the Relationship Between Self-Management and Priority Management

- The most popular priority management problems
- Identifying your personal productivity killers
- How the 80/20 rule can help you organize and manage your priorities
- The four basic questions to help you manage time
- The 30-day commitment for changing habits

Planning—The Key to Managing Priorities

- A quick way for determining how much time to allow for planning
- 6 major planning obstacles and how to overcome them
- How to cope with the important vs. urgent dilemma
- The 4 categories for putting your priorities in order
- Why you need to ask the “Lakein Question” several times a day
- Knowing and using prime time for tackling your most challenging priorities
- How to turn down time into your most productive time
- The 15 most important minutes of any day and how to use them
- 3 essential planning tools for greater productivity
- 10 ways to create a manageable daily action list

Protecting Your Priorities From Others

- The productivity killer that happens every eight minutes
- 5 strategies for managing interruptions from drop-in visitors
- Time-limiting methods for dealing with co-worker interruptions
- How to deal with the interrupting boss or bosses
- The 3 little words that can eat up your time and how to respond to them
- Telephone and e-mail interruptions—are you managing them or are they managing you?
- Meetings—tips on taming and chairing the “necessary evil”
- The tool for ensuring productive, successful meetings that prompt decisions and actions

Enhancing Your Productivity

- 10 ways to reduce, control, and eliminate paper
- How to unstack the desk and unpile the floor
- Selective reading—how to reduce your reading time and control paperwork
- The most effective filing system to have and how to create it
- Procrastination—the #1 killer of productivity
- Guarantees to permanently end the urge to put it off
- Decision vs. indecision—developing a bias for action
- How to save time through effective delegation (even when you don’t supervise)
- What you should delegate and what you should do yourself
- The self-overload condition—are you trying to do too much?
- 5 steps for setting limits and saying “no” successfully

Balancing Your Priorities

- How to apply goal setting to priority management
- The balance wheel—where do you see yourself?
- Dealing with the balance detractors of stress and worry
- Approaches for building and maintaining energy and balance

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, by calling 419-724-2591 or via email at carrie.herr@utoledo.edu.