

MANAGING MULTIPLE PRIORITIES

Program Overview and Objectives

Managing Multiple Priorities tackles the challenges of handling multiple and competing priorities by teaching participants how to sort out the *important* from the *simply urgent* and use proven techniques to conquer their workloads. This program will provide insights for prioritizing work, creating and sticking to plans, and managing the communications necessary for participants to control their own time, energy, and outcomes.

About the Instructor

Cynthia H. Pepper, a licensed counselor and business consultant, is considered a leading expert in the psychology of work, focusing on how people choose their work, grow and develop in their careers, impact their organizations, and are impacted *by* their organizations.

As a human resources and organizational development leader and consultant, she has worked with clients across the United States and the Caribbean, combining professional experience with her educational background in psychology, physiology, and learning. She brings her energy and highly-engaging style to help others develop the competencies for success at all levels within an organization.

Cynthia has a keen understanding of the skills required for success at leadership levels, and serves as a business counselor and executive coach in addition to designing and delivering leadership development programming. She has trained thousands of individuals in the private sector and government, as well as in many colleges and universities.

Program Topics

- Understanding the relationship between self-management and priority management
- How do you rate: assess how well you currently manage your priorities
- Identifying your personal time killers
- Learn the top ten time management mistakes and how to avoid them
- Learning what the 80/20 rule really means when talking about priority management
- Learning the critical questions to ask that will help you manage your time and work
- The Urgency Grid – how it works and why it's important
- The 5 time management power questions – and why they work
- How to make a plan and stick with it
- The “Lakein Question” and why it's important to memorize and use it
- How “Eating the Frog” gives you the energy to complete your work
- Tips to manage interruptions effectively, even from your boss
- Getting a grip on meetings – when, where and how to manage them
- How to get results from meetings and influence actions and outcomes
- How to maximize your productivity through simple, proven practices
- Delegating: understanding when you should and when you shouldn't
- The trick to setting limits and saying “no” successfully
- Techniques for reducing stress and anxiety through time and priority management

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of CFCl, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.