

# PREVIEW GUIDE



## Time Challenged

## Materials Included With *Time Challenged*

---

The workshop designed to accompany the video-based program is a flexible, yet comprehensive ½-day training design. The workshop kit includes all the materials you'll need to run the program:

- ◆ The **Video program** of *Time Challenged* provides the theory and examples to illustrate the workshop topics. The program is comprised of fictional dramatic vignettes to demonstrate bad time management behaviors, and how to improve them. The video is closed-captioned.
- ◆ The **Leader's Guide** provides step-by-step instructions for introducing activities, leading discussions, and making transitions between the video, group discussions, and exercises. One complete training design is included and offers options to help you shorten or lengthen your workshop with additional activities and discussions, as desired.
- ◆ The **Participant Workbook** contains the worksheets for the suggested exercises in the Leader's Guide. Also, the majority of the information contained in the PowerPoint slides (or on the Overheads) is reproduced in the Participant Workbook so participants spend less time taking notes. 1 Workbook is included with each kit. You can purchase additional copies.
- ◆ A **PowerPoint® presentation** contained on a **CD-ROM** can be used to highlight key content and discussion points during the training session.

-AND you also get-

- ◆ **Overhead Transparencies** contain the same information and design as the PowerPoint slides, only they are printed on clear transparencies for use on an overhead projector.
- ◆ **Reminder Cards** with the program's key learning points are distributed to participants at the workshop's conclusion for their use following the session. 10 Reminder Cards are included with each kit.

# Time Challenged

**SAMPLE PAGES FROM LEADER'S GUIDE**

## VIDEO SYNOPSIS

### TIME CHALLENGED

*Time Challenged* is Kent Johnson's story. However, it could just as easily be yours, mine, or any of your co-workers'. You see, Kent is 'time challenged'.

He also happens to be a busy call center supervisor, where deadlines are paramount. Watch them zip by as Kent misses one after the other by simply not managing his time efficiently.

With his job on the line and friendships at stake, Kent needs help. He finds it in the way of a motley self-help group called Time Waster's Anonymous.

Alex is the leader of Time Waster's Anonymous and she, along with a group of similarly time challenged individuals, shows Kent the way. He eventually learns that every day has 24 hours in it — which is more than enough time for anyone.

## COURSE STRUCTURE AND RUNNING TIME

This course has been designed to run as a half-day training session. If you do all of the course work within the allocated running time, your training session should run for approximately 4 hours.

### TIME CHALLENGED TRAINING "AT A GLANCE"

<b>TOPIC in LEADER'S GUIDE</b>	<b>PARTICIPANT WORKBOOK PAGE(S)</b>	<b>TIME (approx.)</b>	<b>MATERIALS</b>
Refreshments & Name Tags		15 minutes	OH 1
PART 1 Welcome		15 minutes	
Objectives & Agenda		10 minutes	OH 2,3
Icebreaker & Introductions		25 minutes	
Activity (A):1 - Cost of Wasting Time	1	10 minutes	OH 4,5
PART 2 Video & Discussion		35 minutes	
PART 3 A: 2 - Setting SMART Goals	2	10 minutes	OH 6,7
A: 3 - Planning for Success	3,4	10 minutes	
A: 4 - Prioritizing Work	5,6	15 minutes	OH 8
Break		15 minutes	
A: 5 - Managing Personal Energy	7,8	10 minutes	OH 9
A: 6 - Handling Drop-in Visitors	9	10 minutes	OH 10
A: 7 - Telephone and Email	10,11	10 minutes	OH 11,12
A: 8 - Procrastination	12,13	15 minutes	OH 13
A: 9 - The Unexpected and Crisis	14	10 minutes	OH 14,15
A: 10 - Time Management Success	15	10 minutes	OH 17
Time Management Action Plan	16	15 minutes	OH 16
Appendix -(optional activities) Activity Log, Balancing Your Personal Life, Successful Meetings	17-20		

\* Note: If you purchased the *Time Challenged* packet that includes the PowerPoint presentation, the overhead (OH) number refers to the slide number in the PowerPoint presentation.

# PART 1

## WELCOME (5-10 MINUTES)



### OH 1

- Welcome all participants to the *Time Challenged* training session.
- Introduce yourself and tell the group about your training background and excitement about this program. Here is an example of what you can say:

*Good morning. Welcome to Time Challenged. My name is YOUR NAME and I am your trainer and facilitator for today. For those of you who do not know me, I have been working in training for the past 4 years. I have had a strong interest in time management over the past several years. With so much email, voicemail and extra work, we need all the help with time management we can get.*

*I tend to have some of my own challenges around procrastination and after reviewing this program last month, I have made great strides in being more productive. I invite you to pay attention to identifying which portions of this program will be most helpful to you.*

- Provide the ground rules and post on a flipchart.
  - Scheduled training time and break time.
  - One person talks at a time.
  - Each individual participates fully.

Ask the group if any additional ground rules should be posted. Ask the group if they can agree to follow these ground rules.

## OBJECTIVES AND AGENDA (10 MINUTES)

- Discuss the objectives and agenda of this training course with the group. Say:

*In today's training, you will have a perfect opportunity to look at how you currently spend your time and how you might spend it more productively. First we will review what we will focus on today and then I would like to get to know you a little better.*



## OH 5

## ACTIVITY 1: THE COST OF WASTING TIME

### Introduction

Time management is not just a one-time activity. Every day offers different challenges. At the same time, many people have patterns that can be effectively identified through analyzing a time log that is kept for several days in a row. For this exercise, direct participants to appendix page 18 of their Participant's Workbook for homework (optional).

Have participants turn to Activity 1 in the workbook.

*One of the facts that often shocks participants is how much the wasting of time really costs. Here is an activity that will give a good estimate of what your time wasting costs.*

### Directions

1. Terry Typical makes \$10 an hour. Based upon this information, fill in the blanks below. Think about your own value as you complete the chart below.

#### Cost of Work Time

**Terry's Hourly Rate: \$ \_\_\_\_\_**

**+ Terry's Benefits estimate: \$ \_\_\_\_\_ (approximately 20%, multiply by hourly rate)**

**= Total hourly cost of Terry's time: \$ \_\_\_\_\_**

#### Typical Personal Time Wasters

2. Put a check next to the time wasters that apply to you in a typical week.
3. Estimate how much time you waste a week on that time waster. Some items are a part of your work, so consider the time you spend that is beyond what is required. For example, completing a report is important, but rereading it more than once is wasting time.

## IDENTIFYING SMART GOALS

### **Directions:**

1. Review the information below, and feel free to add additional examples.

### **SMART Goals are goals that are:**

- Specific - Chocolate chip cookies, not just cookies
  - Measurable - A dozen, not just 1
  - Actionable - We can identify all the actions one must take to bake a dozen cookies
  - Realistic - We need to have some experience with skills needed
  - Time Measured - This evening, not sometime
2. Ask the group to identify which of the following are SMART Goals and which goals are Not So SMART Goals.

Goal 1: Make phone calls after lunch. (Not SMART)

Goal 2: Print Johnson report and give to boss by noon. (SMART)

Goal 3: Write do not disturb sign and tape to door after lunch today. (SMART)

3. Discuss other important elements of good goal setting: (flipchart)
  - Setting aside time to do it.
  - Identifying short term (1-3 months) and long term (3+ months) goals.
  - Writing them down.
  - Developing method to monitor, track progress and revise if needed.



4. Place participants in groups of 3-5. Ask each member of the group to create an immediate (i.e. to be completed this week) SMART goal for themselves around current work they need to do. If time permits, also have them identify short-term (1-3 months) and long-term (3+ months) goals. Have them write this in their workbook.

Have them prepare to share their SMART goal with the group (give them 5-7minutes total).

### **Summary:**

Developing SMART goals is a critical element for good time management.



Note: Procrastination can sometimes take the form of spending excessive time on D activities such as sorting through mail, reading the newspaper, or restocking supplies - activities that seem productive, but should really be saved for another time.

**Directions:**

- A. List 5-8 activities you need to do tomorrow.
- B. Estimate the time each should take and give yourself at least a 10% cushion.
- C. Label each activity A, B, C or D.

<b>Activity</b>	<b>Time Needed</b>	<b>Priority</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

- D. What activities are on your A list?

**After this activity is a good time for a break. When participants return, ask them to sit in a different seat and work with new people.**



## OH 12

**HOW TO DIG YOURSELF OUT OF THE EMAIL BLACKHOLE****Directions:**

2. Review the following with a partner and check off any that you agree to do.

- \_\_\_\_\_ Get off group lists that are not essential for you.
- \_\_\_\_\_ Don't use your peak energy time for email review.
- \_\_\_\_\_ When you send an email, make sure the topic is clearly stated in the heading.
- \_\_\_\_\_ Use an urgency rating from 1-3 in the header, 1 being the most urgent. Suggest others do the same.
- \_\_\_\_\_ Do not email more than a few sentences. If you have additional information, send an attachment or phone the person.
- \_\_\_\_\_ Don't send an email trail where the receiver has to scroll back over many other messages to get to the primary issue; cut and paste the initial issue and summarize the concerns.
- \_\_\_\_\_ To avoid constant distraction, schedule 1-3 times a day to answer email, and let others know when you check it.
- \_\_\_\_\_ Don't review an email more than once.
- \_\_\_\_\_ If it is an important email, save it in a file.
- \_\_\_\_\_ Clean up your email files no less than once a quarter.
- \_\_\_\_\_ Suggest an email free morning or afternoon if appropriate for your department or organization.

**ACTIVITY 8: PROCRASTINATION**

*One of the most challenging time management habits to change is procrastination. There are many theories as to why people procrastinate. One theory states that people procrastinate because they are afraid of either failure or success. The most important issue around procrastination is not really the cause but how to overcome it, on an individual level.*

**Instructions:**

1. Refer participants to page 12 of their Workbook, and ask them to complete the following quiz on procrastination. Mark the following True or False.
  - \_\_\_\_\_ 1. It is important to wait for motivation, especially with creative work.
  - \_\_\_\_\_ 2. Putting things off to the last minute is most effective for some people.
  - \_\_\_\_\_ 3. Starting with the most difficult task is a way to overcome procrastination.

**Directions:**

Identify which of the areas below you will focus on and place an X in that box. Pick no more than 3. You can always go back and choose other areas, after you have reached satisfaction with the 3 areas you identified. List to the right of the item, what actions you will take to overcome that area. It may help to review all the activities you have completed today to assist you. When you have completed your action plan, discuss with a partner.

<b>Focus Area?</b>	<b>Area to IMPROVE</b>	<b>Actions to Overcome</b>	<b>Start Date</b>
	Setting SMART Goals		
	Planning		
	Prioritizing		
	Managing Personal Energy		
	Handling Drop-In Visitors		
	Managing Email		
	Overcoming Procrastination		
	Crisis and Dealing With Unexpected		
	Keeping a Daily Activity Log		
	Ensuring Successful Meetings		
	Balancing Your Personal Life		

# For more information...

---

...about Performance Resources' award-winning videos and other training products, or for pricing information on this product, please call **1-800-263-3399** or visit us at **[www.owenstewart.com](http://www.owenstewart.com)**.



OWEN-STEWART PERFORMANCE RESOURCES INC.

163 North Port Road, Port Perry, ON L9L 1B2

Toll Free: 1-800-263-3399 • Fax: (905) 985-6100

E-mail: [sales@owenstewart.com](mailto:sales@owenstewart.com) • Website: [www.owenstewart.com](http://www.owenstewart.com)

---