

How to Manage the Demands of the Day: Managing Priorities From Clubhouse to Course (Golf Managers)



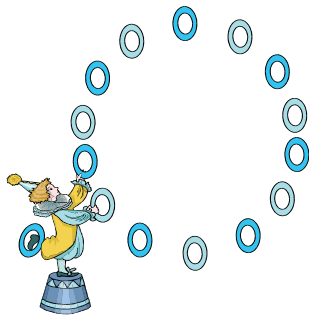
24. 7. 4. 12. Hours. Days. Weeks. Months. No one gets more or less in a year. Our control lies in how productive we are within these time segments. Managing the demands of our day effectively is more than just our ability to lay out an organized schedule. We must set priorities—our priorities; make wise decisions that help accomplish realistic goals; establish and communicate firm boundaries that allow us to keep the promises we make to ourselves and others and perform our jobs effectively.

In this session you will learn:

- 🔧 How do you spend your time?
- 🔧 Components of managing priorities effectively
- 🔧 Setting goals & priorities
- 🔧 Planning & scheduling – big picture, beans, and blocks
- 🔧 “Time stealers”
- 🔧 Organizational skills

“Don’t be fooled by the calendar. There are only as many days in the year as you make use of. One man gets only a week’s value out of a year while another man gets a full year’s value out of a week.”
~ Charles Richards

How do you spend your time?



Managing priorities

Primary responsibility	Priorities
 Is “main priority” redundant?	

“The key is in not spending time, but in investing it.”
~ Stephen R. Covey

Decision chart – on what to focus, when?

	Urgent	Not Urgent
Important	I. Crises Pressing problems Deadline-driven projects	II. Prevention; improve capability Build relationships Recognize new opportunities Planning; recreation
Not Important	III. Interruptions; some callers Some mail; reports Some meetings Pressing matters – longer term Popular activities	IV. Trivia; “busy work” Some mail Some phone calls “Time stealers”

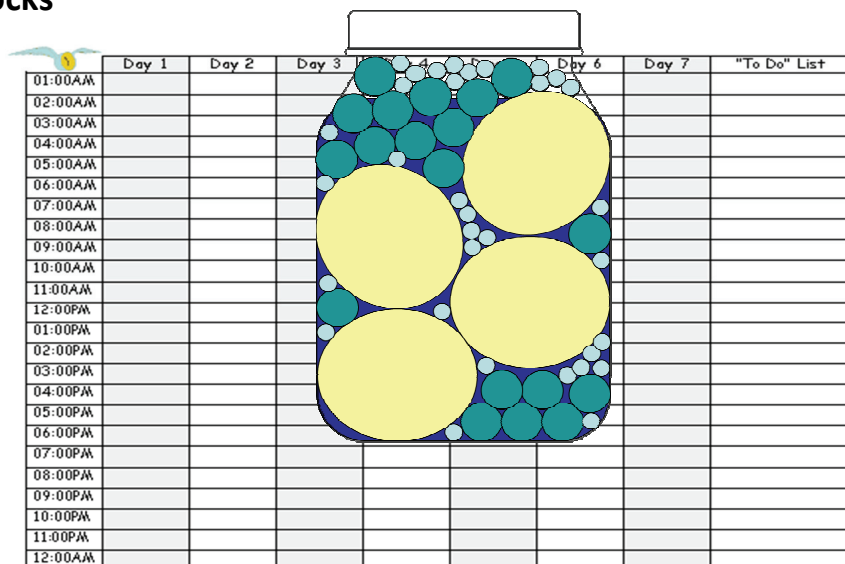


Source: *First Things, First*. Stephen Covey



Where do you spend the greatest percentage of your time?

Big picture, beans, & blocks



Calendar

Goals	Action plan

Jan	Feb
Mar	Apr
May	Jun
Jul	Aug
Sep	Oct
Nov	Dec



Your turn!

“Whether it’s the best of times or the worst of times, it’s the only time we’ve got.”
~ Art Buchwald

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	"To Do" List	
01:00AM								A Get books for upgrade	
02:00AM									
03:00AM								B Call doctor for results	
04:00AM									
05:00AM	Breakfast & Paper				Customer Upgrade & Checkout.	Coffee & Paper		A Check movie times & place	
06:00AM									
07:00AM	Handle Electronic Messages					Walk, w/Family		B Verify scout parents available	
08:00AM	Pull Stats.	Team A					Visit Parents		
09:00AM	Weekly Status Mtg.								Car ready
10:00AM		Work on report due to manager by 4:00PM		Class					A Class enrollment numbers
11:00AM						Team B			
12:00PM								A Confirm customer availability	
01:00PM					Spiritual Obligations				
02:00PM									
03:00PM									
04:00PM	Get food	Weekly Mngr. Upd.	Set-up and prep for class		Walk			A Need more coffee	
05:00PM									
06:00PM	Ball Game								A Xtra key for parents
07:00PM									
08:00PM	Neighborhood Walk			Scout Meeting		Movie & Dinner		B Schedule next 4 classes	
09:00PM									
10:00PM	Quiet time w/partner								
11:00PM								A Web sites - vacation plans	
12:00AM									

Where does the time go? *(It seems to fly away!)*



“To do” lists

-

10-to-
15minute
blocks

Additional discussion points

- 🦕 How do you say “no” to requests?
- 🦕 How do you tell your manager / boss, “No”?
- 🦕 How do you alter your plans to handle the next crises?
- 🦕 What are your health benefits to taking time for yourself / family / friends?

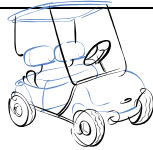
“It’s not enough to be busy. So are the ants. The question is, what are we busy about?”
~ Henry David Thoreau

Resources for you (now that you’ve participated in a Springboard Training program)
Copy-and-paste the URL –or– scan the QRCode to your mobile device.

Time management tips and other downloads for program participants 🦕 Week-at-a-glance worksheet 🦕 This document	http://bit.ly/hKyUNY	
Book: <i>First Things, First</i> . Authors: Stephen Covey & A. Roger Merrill. ISBN-13: 978-0684858401	Bookstore	
Article: “The Art of Saying No”. Dan Conti, Jr. From <i>Club Management</i> magazine, Jan-Feb2011 issue.	http://www.nxtbook.com/ygsreprints/CMAA/g17524_cmaa_janfeb2011/#/0	
Sylvia’s favorite *FREE* tools (time management)	http://www.businessballs.com/timemanagement.htm	
Moleskine® is a brand that identifies a family of notebooks, diaries, sketchbooks, and guides.	www.moleskine.com/	



Quick Tips...



"Never let yesterday use up today."
~ Richard H. Nelson

Set goals. If you don't have any goals, how do you know what's important? What deserves your time and attention? The short answer is: you don't. Goals don't need to be formal. They don't need to be long-term either (though long-term goals are important). What they do need to do is focus your attention on what's important. For example, your goal might be as simple as "Get all of my work done by Thursday so I can take Friday off, or use Friday to work on a personal project." What that goal does is get you to focus on working more efficiently so you can finish your work in 80% of the time.

Set deadlines. If you know something is due next Monday, then you are more likely to structure your work on it to make sure it gets done by Monday. If you don't have deadlines imposed by clients or a boss, then create self-imposed deadlines. Think about when you want to finish something or when you need to move on to the next project. Put that date in your calendar or mark it on your to-do list as the deadline for your current project. For added accountability, tell someone else about your deadline.

Plan ahead. Keep a big-picture plan. This might be monthly, bi-monthly, or yearly, depending on your industry and the particular types of projects you take on. Keep a big-picture calendar and fill in your in-between commitments where they fit.

Prioritize. Typically, work due immediately (or within the next few days) should be completed first. Then handle the work due within the next week or two, and then everything else. Don't forget family priorities.

Your child's first game is important, so make sure that gets on the list of top priorities. Doctor's appointments, school plays, parent-teacher meetings, and date nights must also be taken into account when you plan your work schedule. Decide what things you absolutely must attend whether your work is finished or not, and what things you want to attend if you get to a certain point in your work.

Use the minutes. Make a list of things you can do in 10-to-15-minute time periods so that when you have the time, you don't spend your block of time trying to figure out what to do.

What's really "number one"? Decide on the number of things that are "number one priorities". Do you have four or just two things that absolutely, positively, must get done next? Choose what you can realistically handle. That does not mean you won't get to other things, it just allows you to take some of the pressure off that comes with feeling like you have to do everything now. Please note this is not procrastinating. You are not putting it off out of avoidance or fear. You are wisely taking control of your clock and taking care of yourself.

Set boundaries. Look for ways to set healthy limits in your relationships—at work and in your personal life. It also means setting limits and keeping promises to yourself.

Get organized. Taking time away from your work to find things can be one of the biggest time-wasters we have. Have a system in place to handle what comes your way in a day. This includes your physical workspace

and mental workspace. Experiment with different organizational systems until you find one that really works for you.

Carry a notebook. Keep it simple, yet use something from which you cannot easily remove pages. Keep it portable and “always on”. Examples include pocket notebooks or Moleskine™ books with stitched binding. There are no “one-size-fits-all” solutions that work for everyone. But there is a tool for everyone. You have to find yours.

Optimize your processes. You can streamline or optimize the things you do on a daily or weekly basis. Look at the way you currently do the things you do and see if there are steps you can combine or cut all together.

Learn to say “No”. A key time-management pitfall is taking on too much work. Learn to say “no” to some people, or at some times. If you take on more work than you can handle, not only will you have problems meeting deadlines, but the quality of your work and your relationships (both personal and work-related) will suffer. Before taking on any new work, look at your schedule. Do you really have time for another project? If not, simply explain to the requester that you have too many projects at this time to devote the time necessary for their project. Most will thank you for it. And if you really can’t bring yourself to turn down work, give them a realistic timeline for when you can complete their project. Don’t say you can have it done the following week if you already have

commitments taking up your time between now and then.

Learn when you work best. Pay attention to when you are most productive, and with what tasks. For example, if your workplace is most quiet between 6am-8am, do the things that require your personal and undivided concentration within that time frame. If you are most social and outgoing in the early afternoon, plan to “manage by walking around” at that time of day.

Eliminate “time stealers”. Look at the things that waste time during your day. Are you constantly checking your smart phone or messages? Do you walk—or drive—back and forth to get equipment, make phone calls, or find people? Carry extra supplies with you that you typically go back to get. Use a cell phone. Determine a “people pattern” and handle your in-person communications according to a specific path.

Avoid multi-tasking. Handle one thing at a time and focus on that. Then move to the next task. When you try to handle many things at once, you waste time trying to get back to a previous task or do one thing poorly and have to do it over again.

Leave it behind. When you leave work, leave work—physically and mentally. When you leave home, leave home. While easier said than done when you have unresolved issues that are heavy on your mind, you return to the situation you left fresher and better able to deal with it when you leave it behind to focus on the other aspect of your life.

“I am definitely going to take a course on time management... just as soon as I can work it into my schedule.”

~ Louise E. Boone