



PRIORITISING WORKLOAD

Skills Programme

(SAQA US ID: 15234 – NQF level 5, 4 credits)

INTRODUCTION

Time is a limited and expensive resource that requires as much, if not better, management than money. If time is money, how many people in business would spend it so unwisely and freely, without any focused pre-planning, prioritising or forecasting of the return on the investment? In today's busy business world, many are still forced to do just that because they don't have the time to change their behaviour.

This practical and intensive course is for those who want to take more control of their workloads by organising tasks, people and themselves more effectively.

COURSE OBJECTIVES

- Recognise the value of effective time management to yourself, your team and your organisation
- Clarify your own and your team's objectives, key areas of responsibility and priorities
- Identify and overcome the primary causes of poor time management for yourself and your team
- Identify time-wasters and personal preferences that affect performance in the workplace
- Prioritise your tasks and cope more effectively with day-to-day demands and pressures

COURSE OUTLINE

Managing Your Job

- Managing yourself and the resources at your disposal
- Defining your objectives and key result areas
- Establishing responsibilities and priorities

Practical Time Management and Planning Activities

- Effective use of diaries, time planners, time logs, etc.
- Criteria for prioritising – urgent and important
- Planning and scheduling your activities
- Dealing with interruptions and distractions – staying focused
- Managing time under pressure
- Developing a proactive approach to short, medium and long term plans

Managing Yourself

- Investing time and effort in order to achieve more in the future
- Your time management behaviour – preferred working styles
- Personal effectiveness – a guide to self-discipline
- Highlighting personal 'time-stealers' and areas of weakness

Managing Others and Meetings

- Managing people managers, colleagues, team members and customers
- Getting more things done through assertive behaviour
- Making the most of meetings as participant or chairperson

Effective Delegation

- The rules of effective delegation – overcoming personal preferences and prejudices
- Using delegation as a means of co-ordinating the workload of your team/department
- Delegation – freeing up your time and developing staff