

Time Management



ICAO South American Regional Office

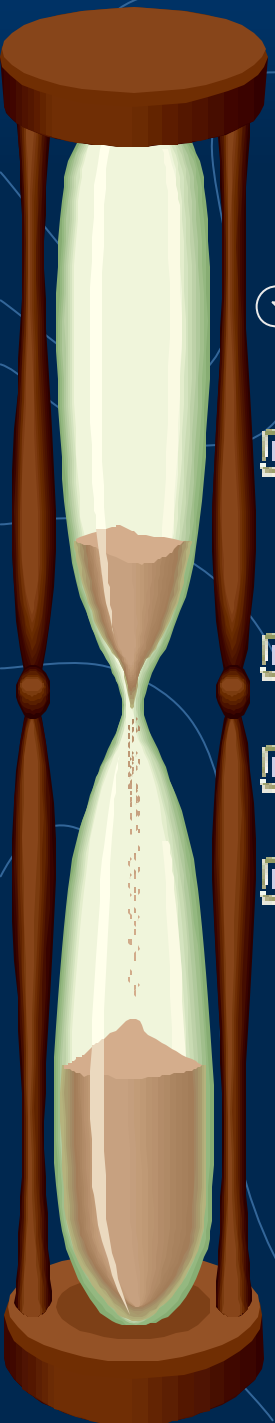
CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 october 2002)



Objectives




- ❑ **Identify basic elements of time management**
- ❑ **Recall effective planning guidelines**
- ❑ **Restate how to set priorities**
- ❑ **Discuss how the use of a Time Management System increases proactive job efficiency in your facility or organization**

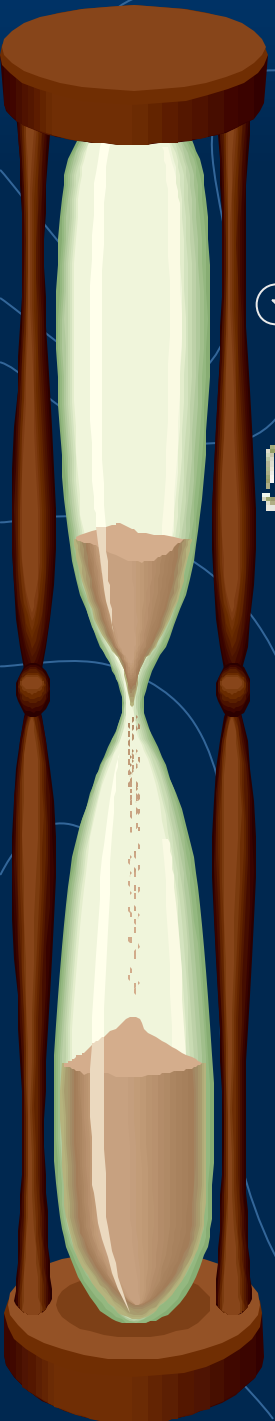




Webster's Definition



 “**Time** is a continuum in which events succeed one another from past through present to future”



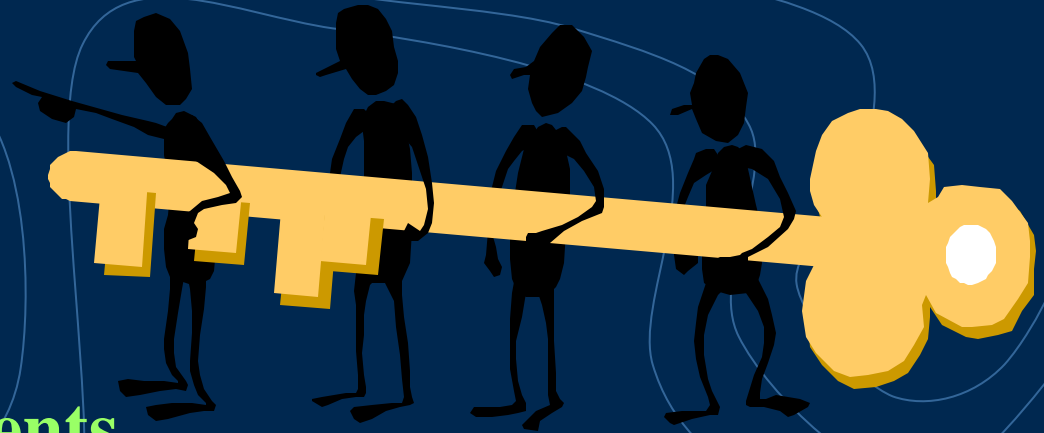


Basic Element of Time



An Event

✦ So, what is the key to managing time?



Control the events

Alan Lakein



Types of Events



 **No control...**

 **Some control...**

 **Total control...**





No Control

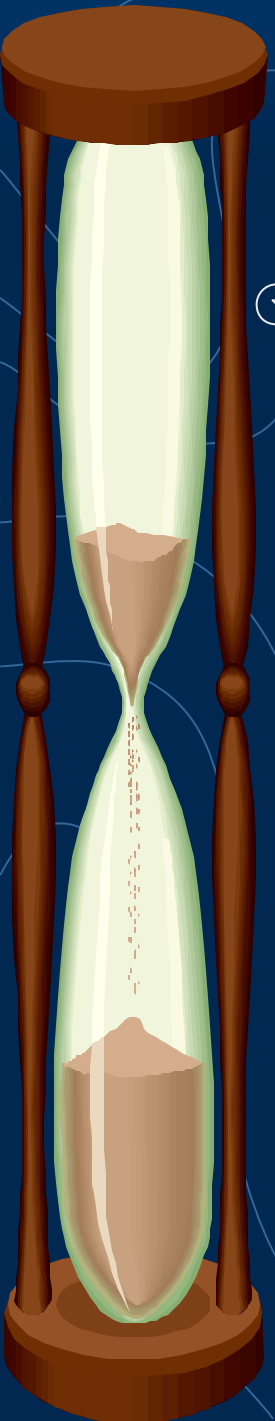


 **ADAPT**

 **Refocus** and harness the time you can control

 **Implement**... measures to minimize the impact of the demands that you can't control





**More
Productivity**

More Self-esteem


Event Control

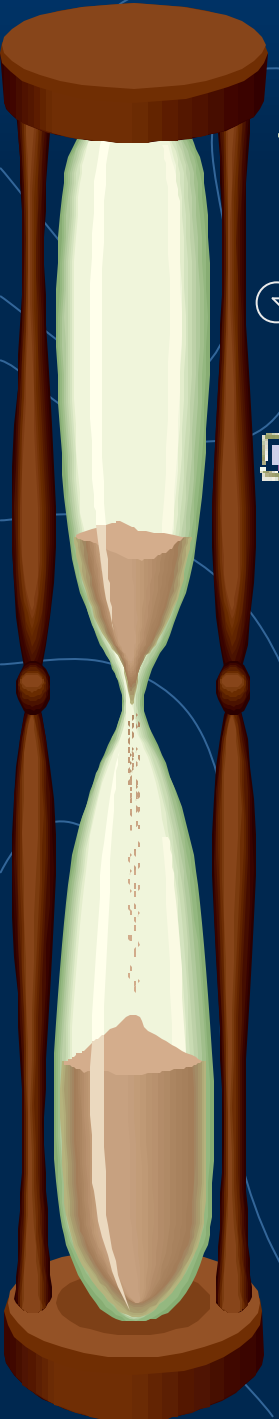
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Willing to do Rule....



 **A successful manager of time is willing to do that which the unsuccessful manager of time is not willing to do.**





Keys to event control



 **PLAN**

 **Control Procrastination**

 **Control Interruptions**

 **Control Time Robbers**

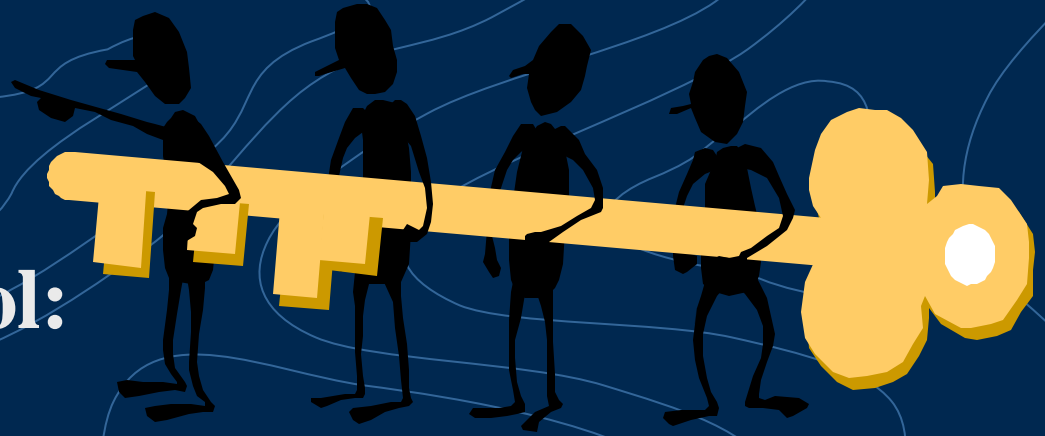




Planning

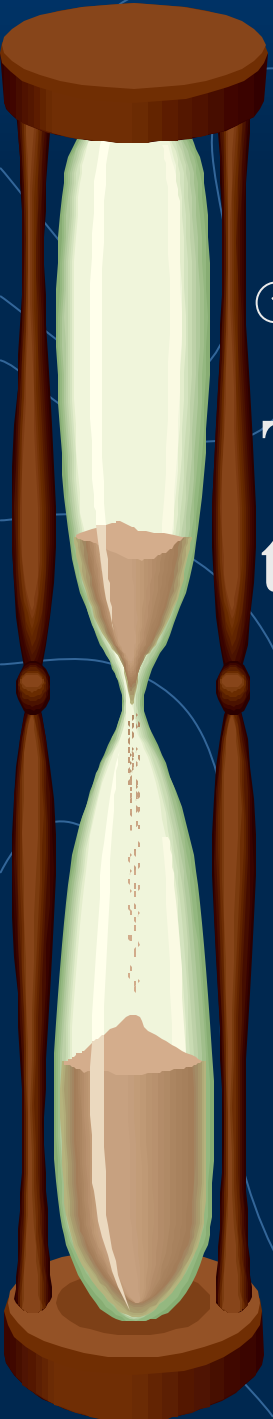


The key
to event control:



“The more time we spend... on planning a project, the less total time is required for it. Don't let today's *busy work* crowd planning time out for your schedule”

Edwin C. Bliss



Guidelines for effective planning



- ❑ **Commitment**
- ❑ **Review values and goals**
- ❑ **Set specific tasks**
- ❑ **Evaluate time versus task**
- ❑ **Anticipate obstacles**
- ❑ **PRIORITIZE tasks**





Productivity Pyramid





Planning SMART Goals



- ❑ **Specific**
- ❑ **Measurable**
- ❑ **Action Oriented**
- ❑ **Relevant & Realistic**
- ❑ **Timely**





Effective Goal Setting



Define GOALS

Establish type of goals

Short term goals

-  Immediate gains, daily or weekly

Intermediate goals

-  Measurement to long term

Long range goals

-  Future, months or years





Effective Goal Setting (cont'd)



➤ **Goals are effectively planned when they are:**

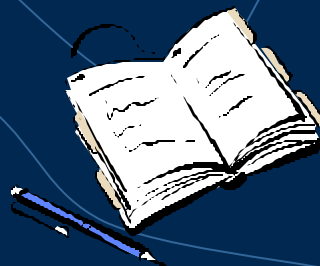
- **Important to you**
- **Time Dimensioned**
- **Clearly and specifically defined**
- **Owned**
- **Realistic**



How to set priorities



- ❑ Clarify your goals...
- ❑ Understand cause and effect...
- ❑ Have project priorities, due dates...
- ❑ Review long-range goals...
- ❑ Plan your time...
- ❑ Set up code for importance...
- ❑ Record and analyze how you spend your time...





Prioritizing



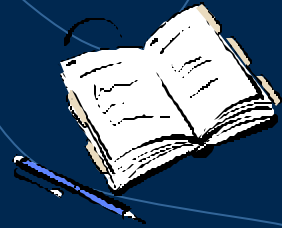
1. **A** = VITAL... High Value

- Must be done

2. **B** = IMPORTANT... Medium Value

- Should be done

3. **C** = OPTIONAL... Low Value





Urgency



- ❑ Urgency does not equal priority
- ❑ Urgencies act on priorities

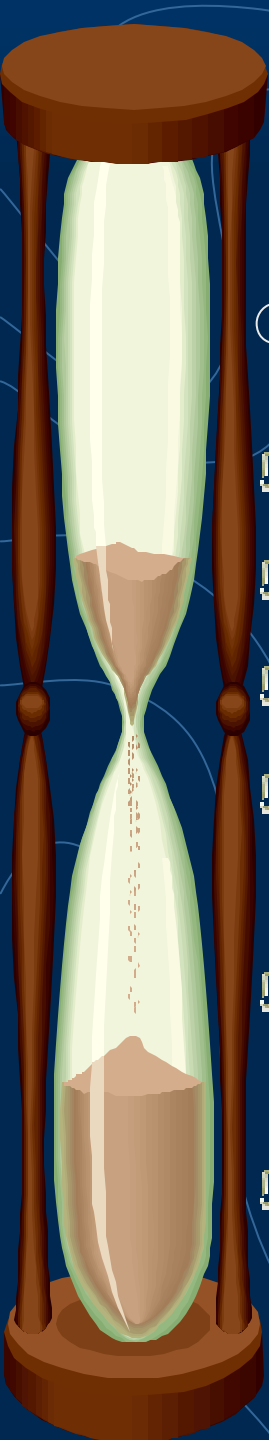
The Tyranny of the urgent:

Urgency engulfs the (time) manager; yet the most urgent task is not always the most important. The tyranny of the urgent lies in its distortion of priorities

R. Alec Mackenzie



Control Procrastination

- 
- ☐ Identify the concern behind procrastination
 - ☐ Schedule unpleasant work early in the day
 - ☐ Set a deadline
 - ☐ Reward yourself when you get difficult work done
 - ☐ Break difficult tasks into subsets... one at a time
 - ☐ Find a task to get you started... quick, easy



Control Interruptions



Utilize Answering Machines/E-mail:

- ✦ DO NOT use just for screening...

- ✦ Check and respond...

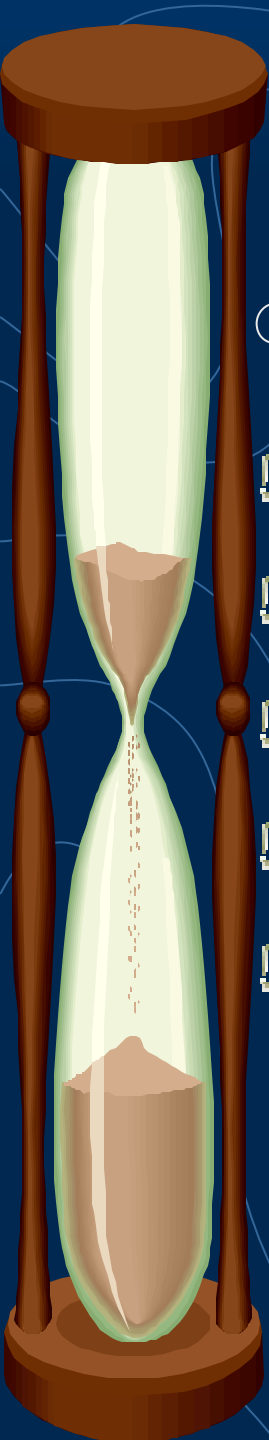
Use “Good Ending” telephone techniques:

- ✦ “_____ before we hang up, I want to...”

- ✦ “Mention your time limit, ‘I have to...’ ”



Control Interruptions (cont'd)

- 
- ❑ **Encourage appointments**
 - ❑ **Schedule time for yourself**
 - ❑ **Set time limits**
 - ❑ **Stand up and Carry on the Conversation**
 - ❑ **Develop stock phrases**
 - ✦ **Too bad you had to come by when...**
 - ✦ **I'm in the middle of...**



Control Time Robbers



❑ **Set a time and place for planning**

❑ **Plan Daily:**

- ✦ **Set Goals for the Day (A1, A2, B1, B2, etc... according to your priorities)**
 - ✦ **Schedule Appointments (block specific times for meetings, projects, tasks, contacts, yourself)**
- ✦ **To Do Lists (don't want to forget)**
- ✦ **Review Goals and Values (evaluate progress and follow a Planning Procedure)**

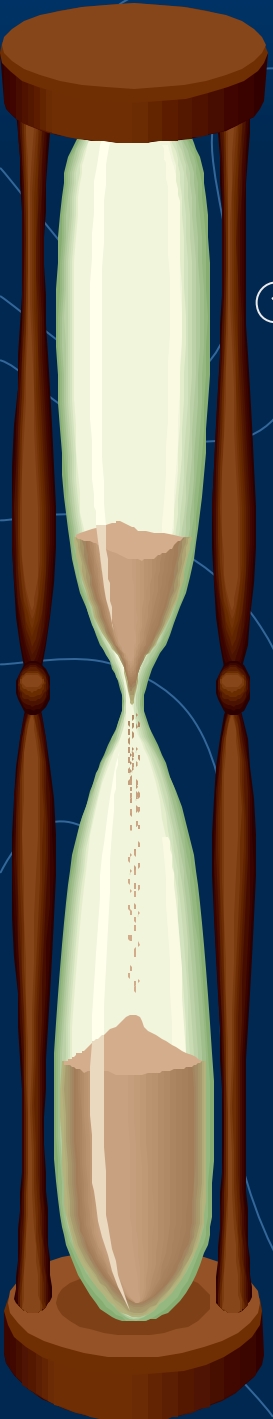


Bibliography



**Quality Assurance Program
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FAA Academy, Oklahoma City**

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THE END

THANK YOU