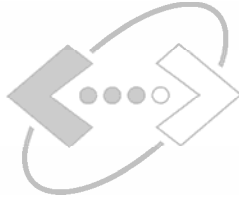


ACDelco



INFO X-CHANGE NETWORK

BEAT THE CLOCK
BUSINESS MANAGEMENT
TIME MANAGEMENT:

Learning Guide

**To call in during the broadcast please
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ACDelco Service & Training
81 Osbourne Rd., Courtice Ontario, L1E 2R3
Phone: 1-800-461-8606 Studio: 1-877-813-2277 Fax: 1-866-536-3545
E-Mail: rridgway@cars-council.ca

Outline

Learning Outcome

Upon successful completion of this segment, the participants will be better able to establish goals and priorities and manage their time.

Objectives

Upon successful completion of this segment, the participants will be able to:

- 1) Analyze demands on their time
- 2) Establish priorities and set goals
- 3) Deal productively with interruptions
- 4) Evaluate existing time management tools
- 5) Evaluate their use of time as it relates to established priorities

Rationale

Automotive service and repair employees with an understanding of goal setting and time management techniques will be able to plan and complete tasks productively and efficiently.

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LEARNING ACTIVITIES

Please take a moment to examine pages 2 and 3 of the Learning Guide, which provide an overview of the program goals. For optimum learning benefits, you are expected to follow along in your Guide throughout the presentation, taking notes, filling in the blanks, performing calculations, and other exercises as required.

1. There are four basic sources of all your work-related tasks. Name them:

a) Which of these sources can you control? _____

b) Which of these are beyond your control? _____

2. Some seemingly uncontrollable time can be managed. Give two examples:

3. Label the quadrants of the priority matrix (on the next page). Fill in examples of behaviour typically found in each quadrant:

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Priority Matrix

| | |
|---|---|
| <p>1</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>2</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |
| <p>3</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>4</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |

4. Which quadrant best describes your work environment? _____
5. What did you learn from the “rocks in a jar” exercise?
 - a) If you really try, you can nearly always find time to do more stuff
 - b) You can get a lot done if you establish priorities first
 - c) Rocks in a jar? What’s that have to do with time management?
6. In the video, you watched an adviser take a typical phone call. In which quadrant would you classify the call? Would you have handled the call differently?

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7. What other time wasters do you face on the job? How can you eliminate them?

8. Which best describes your attitude toward time management tools?:

- a) I don't need tools – I keep everything in my head
- b) Reminders on scraps of paper work for me
- c) I use an organizer or daybook
- d) I rely on a comprehensive time management system

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9. What time management tools and aids are available to help organize your activities?

| | Tool | |
|------------|------|---------------|
| Advantages | | Disadvantages |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |
| _____ | | _____ |

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12. Read the following two paragraphs and answer the question below.

The Rat and the Cheese

You might have seen those documentaries of psychologists working with rats in mazes. The psychologist puts the rat at one end of the maze, and a piece of cheese at the other end. At first, the rat sort of stumbles his way through, eventually finding the cheese at the end of the maze. With each successive attempt, the rat finds the cheese a little more quickly. After a while, the rat is usually able to zip right through to the cheese in a matter of seconds.

The interesting part comes when the psychologist takes the cheese away. At first, the rat zips through the maze as he has learned in previous sessions. After a few disappointing runs, the rat realizes the food isn't going to be there. Fairly quickly, the rat abandons his trips to find the non-existent cheese.

What conclusion can you draw from the above?

- a) rats don't get caught up in unproductive patterns
- b) rats are lazy
- c) food is the best motivator
- d) rats achieve their goals because they have few distractions

13. On the next page, you will find a pre-printed task log. Record your activities over several days. Avoid vacation time and sick days. Record your activities as frequently as possible. Be as specific as possible: record the topic of conversations, identify people by name, etc.

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TASK LOG

Date: _____

| Activity | Comments |
|----------|----------|
| 7:00 | |
| 7:30 | |
| 8:00 | |
| 8:30 | |
| 9:00 | |
| 9:30 | |
| 10:00 | |
| 10:30 | |
| 11:00 | |
| 11:30 | |
| 12:00 | |
| 12:30 | |
| 1:00 | |
| 1:30 | |
| 2:00 | |
| 2:30 | |
| 3:00 | |
| 3:30 | |
| 4:00 | |
| 5:00 | |

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PRIORITY MATRIX

My work related goals are:

1. _____

2. _____

| | |
|---|---|
| <p>1</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>2</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |
| <p>3</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | <p>4</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |

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How to analyze your completed Priority Matrix:

Ask yourself the following questions:

a) *How much of my time was spent in each quadrant?* _____

b) *What goals did I achieve?* _____

c) *What percentage of my activities are directly related to my stated priorities?* _____

d) *What prevented me from reaching my goals?* _____

e) *Did I follow my goals so strictly that I failed to take advantage of any opportunities?*

f) *How often did I allow enjoyment to override my priorities?* _____

g) *Do I see patterns of inefficiency?*

What did I learn from this log? _____

Time Management Bibliography

The Complete Idiot's Guide to Managing Your Time, Alpha Books, 1998 ISBN: 0-02-862943-4 (*Lots of tips and techniques*)

Bolles, Richard **The Three Boxes of Life**, Ten Speed Press, 1978 (*general life management, rather than time management*)

Cook, Marshall **Time Management: Get More Done with Less Stress**, Adams, 1999 ISBN: 1-58062-131-7 (*Good section on how to deal with interruptions*)

Covey, Stephen, **First Things First**, Simon & Schuster, 1994 ISBN: 0-671-86441-6

Haynes, Marion E. **Personal Time Management**, Crisp Publications, 1994 ISBN: 1-56052-264-X (*A quick read*)

Hedrick, Lucy, **Three Hundred and Sixty Five Ways to Save Time**, Hearst, 1992

MacKenzie, Alec **The Time Trap**, American Management Association, 1990, ISBN: 0-8144-7926-X (*Good section on how to analyze your time log*)

Summary

“There aren’t enough hours in the day!” How often have you said that to yourself? If you somehow got your hands on an additional ten hours in any given week, would you really get more accomplished?

Probably not. The key to getting things done lies in making more efficient use of the time you do have. Once you’ve established priorities, you can assess the relevance of your current activities in light of those priorities. Organizers, filing systems and other tools should be chosen with the understanding that they are going to support you in pursuit of your goals.

Work at minimizing time spent in quadrants 3 and 4. Getting started will take a little effort on your part, but your gains in efficiency and job satisfaction should more than make up for the up-front investment.

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