Professional Wellness I

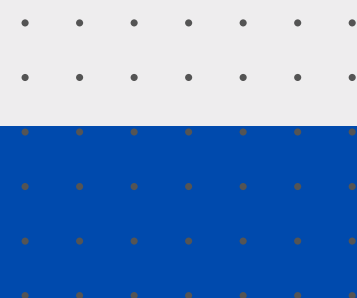Management 101

Topics we will cover

Time Management

The process of organizing and planning how to divide your time between different activities

Constructive Feedback

Guidance to improve, elevate, correct, or otherwise help an employee recognize their weaknesses for the purpose of growing in their role.

Creating Motivation

Provide employees with the atmosphere that completing their tasks will satisfy one of their basic human needs.

Benefits of Good Time Management

- Shifts the focus from activities to results
- Greater productivity and efficiency
- Less stress
- A better professional reputation
- Increased chances of advancement
- Feel more in control of your day/life
- Confidence to choose how best to use your time
- Allows you to be in a great place to help others reach their targets, too.

Being busy isn't the same as being effective. For many people, the busier they are, the less they actually achieve.

10 COMMON TIME MANAGEMENT MISTAKES

- FAILING TO KEEP A TO-DO LIST
- NOT SETTING PERSONAL GOALS
- NOT PRIORITIZING
- FAILING TO MANAGE DISTRACTIONS
- PROCRASTINATION
- TAKING ON TOO MUCH
- THRIVING ON "BUSY"
- MULTITASKING
- NOT TAKING BREAKS
- INEFFECTIVELY SCHEDULING TASKS

#1: Failing to keep a to-do list

🎓 Activity

- Use your brain as an idea maker, not as a storage bin
- Choose a system to prioritize your list

⚛ Be Effective

- Break down larger projects into smaller tasks
- Lack of specifics might cause you to procrastinate

📖 Book Suggestion: "To-Do List Formula: A Stress-Free Guide to Creating To-Do Lists That Work!" by Damon Zahariades

#2: Not Setting Personal Goals

The most successful "time managers" have clear targets to aim for.

Personal goal setting is essential to managing your time well, because goals give you a destination and vision to work toward.

SMART Goals - Locke's Goal Setting Theory

Treasure Mapping - physical representation of your goals

#3: Not Prioritizing

- Eisenhower Matrix

  A way to distinguish between demands.

  "I have two kinds of problems: the urgent and the important. The urgent are not important, and the important are never urgent." - Dwight D. Eisenhower

- Allen's Input Processing Technique

  From David Allen's 2003 book "Getting Things Done"

  A simple process that helps you manage your "inputs", so that you stay on top of everything you need to do.
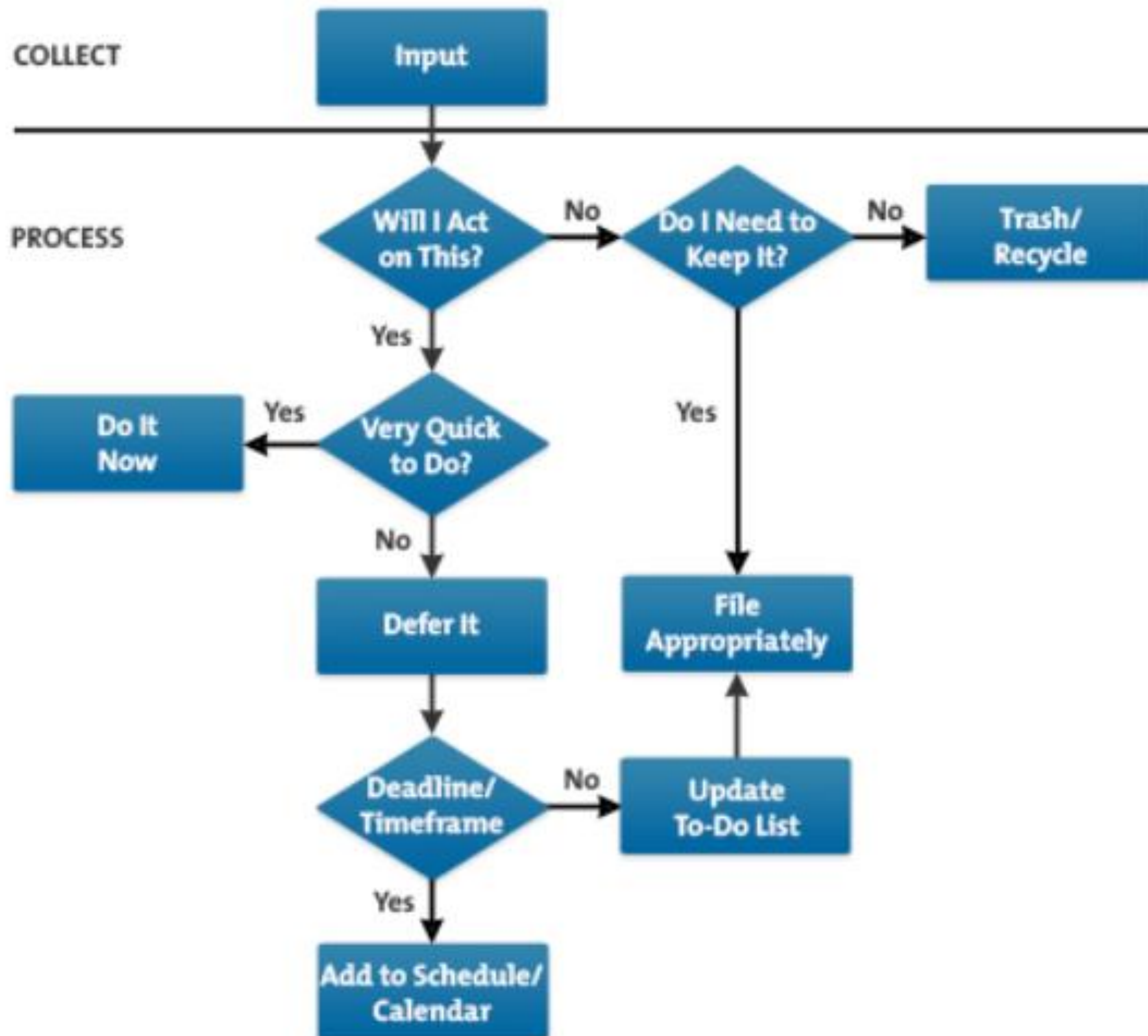
COLLECT

Input

PROCESS

Will I Act on This? --No--> Do I Need to Keep It? --No--> Trash/Recycle

Will I Act on This? --Yes-->

Do I Need to Keep It? --Yes--> File Appropriately

Very Quick to Do? --Yes--> Do It Now

Very Quick to Do? --No--> Defer It

Defer It

Deadline/Timeframe --No--> Update To-Do List --> File Appropriately

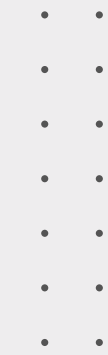Deadline/Timeframe --Yes--> Add to Schedule/Calendar

#4 Failing to Manage Distractions

Planning

- Plan your next day the day prior.
- Set smaller goals
- Communicate your plan with your team.

Devices

- Turn off the notifications.
- Unplug and play.
- Take a walk.
- Control your device, don't let it control you.

Mental

- Use visual reminders.
- Give yourself rewards.
- Get comfortable.
- Find your center.

Book Suggestion: "Dopamine Detox: A Short Guide to Remove Distraction and Get Your Brain to Do Hard Things" by Thibaut Meurisse

PROCRASTINATION

#5: PROCRASTINATION

When you procrastinate, you feel guilty that you haven't started the task, you come to dread doing the task, and eventually, everything catches up to you when you fail to complete the work on time.
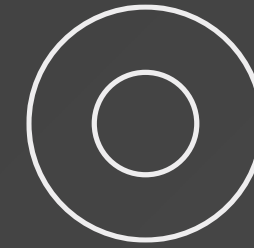
People procrastinate for 3 main reasons:

- Absence of good habits and systems (poor discipline)
- Intolerance for particular emotions (anxiety/boredom)
- Flawed thinking/estimating patterns (cognitive blocks)

Book Suggestion: "Taming Your Gremlin" by Rick Carson

#6

Do you have a hard time saying "no" to people?

Are you a micromanager?

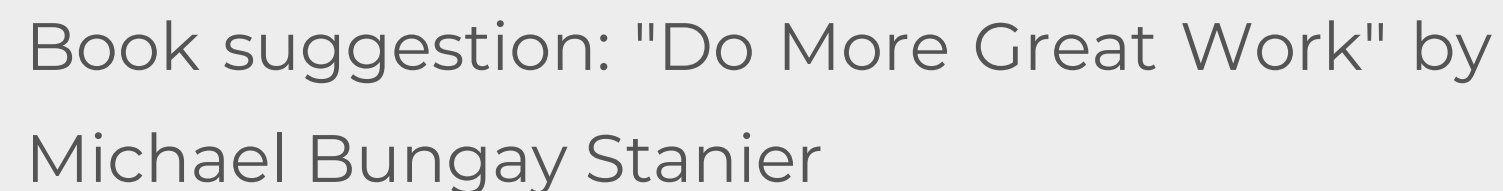Learn the subtle art of saying "yes" to the person, but saying "no" to the task.

Book Suggestion: "A Minute to Think: Reclaim Creativity, Conquer Busyness, and Do Your Best Work" by Juliet Funt

Taking on Too Much

#7: Thriving on "Busy"

⌛ **Adrenaline Buzz**

Some people get a rush from being busy, narrowly meeting deadlines.

⚙️ **Busy ≠ Productive**

"Addiction to Busyness" rarely means that you are effective and can lead to stress.

📖 Book suggestion: "Do More Great Work" by Michael Bungay Stanier

#8: Multi-tasking

- Additional time to finish tasks

  Writing emails while chatting on the phone: takes 20-40% longer to complete both tasks when done at the same time.

- Tasks not done with quality

  Outcome: emails are full of errors and client is frustrated with the lack of focus on the call.

Book suggestion: The Myth of Multitasking: How "Doing It All" Gets Nothing Done" by Dave Crenshaw

#9: Not Taking Breaks

It's impossible for anyone to focus and produce really high-quality work without giving their brains some time to rest and recharge.

Book Suggestion: "Booster Breaks: Improving Employee Health One Break at a Time" by Dr. Wendell Taylor and Dr. Karen Pepkin
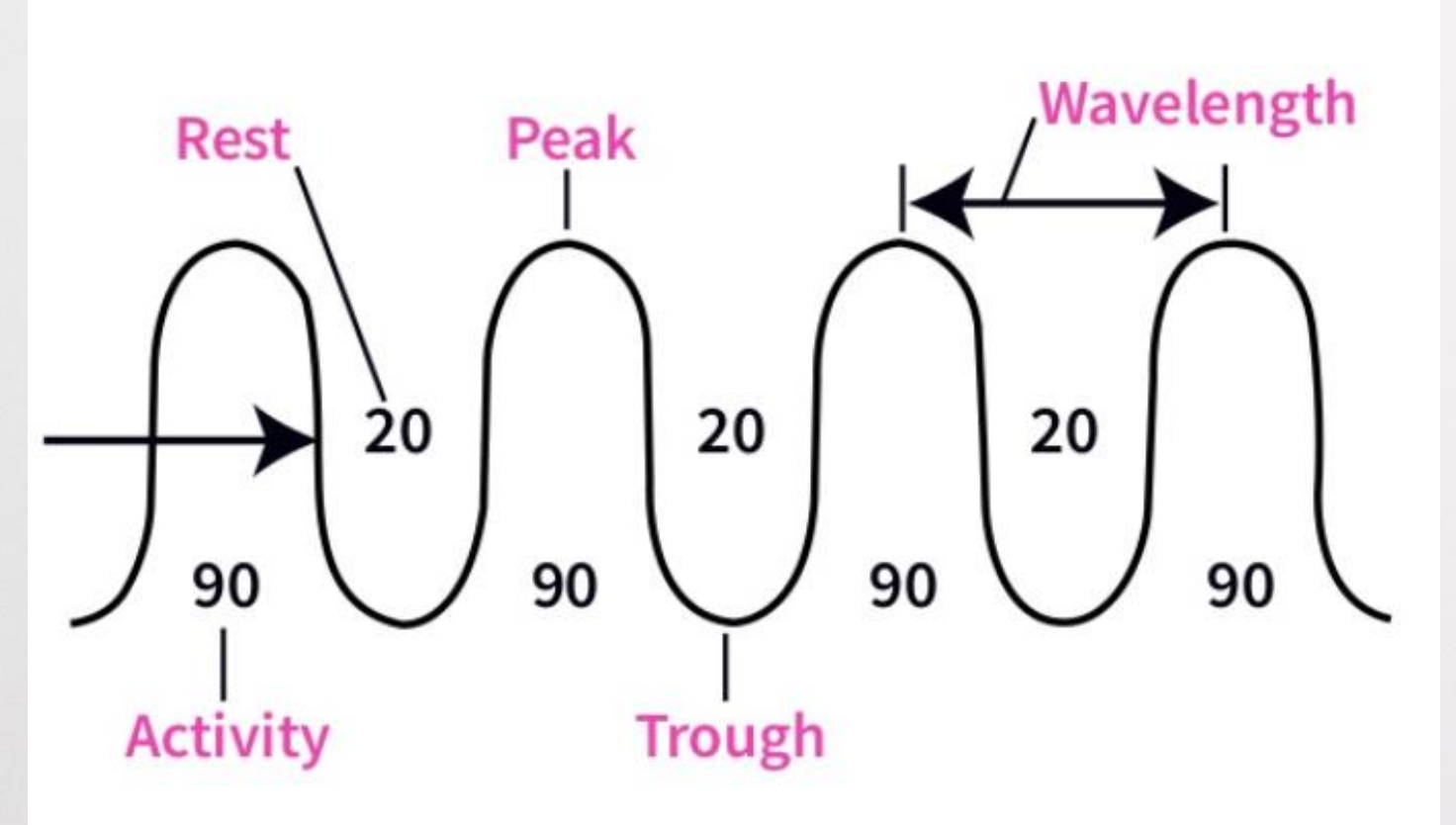
#10: Ineffectively Scheduling Tasks

Are you a "lark" or an "owl"?

Productivity and output are cyclical, not linear. You might recognize your peak times during the day in which you work better. Other times, you are a better thinker. Other times, all you are good for is Netflix. Do you know your times?

Pickle Jar Theory

CONSTRUCTIVE FEEDBACK

Guidance intended to improve, elevate, correct, or otherwise help an employee recognize their weaknesses for the purpose of growing in their role.

When done right, it can improve employee morale, keep employees engaged, and improve relationships amongst co-workers.

It's not criticism.

Behavior & Work

Not Character

LOCATION.
LOCATION.
LOCATION.

Praise in public, criticize in private and done one-on-one.

Feedback shouldn't catch people off guard - schedule time, don't interrupt a conversation or give it while the employee is packing up to go home for the day.

EQ

EMOTIONAL INTELLIGENCE

- Emotions can run high - for the giver and receiver.
- Consider how the feedback will impact those involved.
- Empathy - you don't know what the receiver could be going through during this season.

The **Sandwich** Feedback Method

- Know when to get to the point.
- Balance the positive and negative.
- Limit your focus.

respect.

WORDS MATTER

- Use "I" messages, not "You" messages
- Don't make the meeting too personal.
- Take responsibility.

PREPARATION & FOLLOW-UP

WHY

Identify what you want the conversation to achieve and if it will be a productive conversation or not.

TONE

Professional and confident, not casual and funny.
Cite concrete examples of behaviors that need to be changed.

RECAP

Develop a strategy and take action. Encourage a dialogue to avoid any miscommunications.

TRANSPARENCY VULNERABILITY

Be transparent with your intentions.

Show vulnerability by inviting feedback.

Effective leaders never confuse their efforts with their results.

TEAM DEFENSE

You don't have to *agree* with the feedback.

Adopt the SAIG mindset - separate, appreciate, intent, growth.

Humans crave positive feedback enough that it is tempting to only listen for "well done" rather than the truth.

The defensive person is like Teflon - responsibility for the behavior slides off onto someone else.

Be Grateful

This is the hard part for the receiver.

Deliberately look the giver in the eyes and say "I really appreciate you taking the time to talk about this with me."

Feedback is a gift - it may not be the gift you wanted, or even the gift you needed, but the very act of giving it is an act of caring.

Examples of
Constructive Feedback

CREATING
MOTIVATION
FOR YOUR TEAM

APPRECIATION

Every person in your department is motivated. When they are nurtured, appreciated, and respected, they will give 100% of their time, effort, and commitment in return.

Development

01 **Walk Your Talk**

02 **Make Work Fun**

03 **Use the Law of Attraction**

04 **Educate Your Team**

05 **Autonomy**

Learn what people want

There is a science behind what motivates people.

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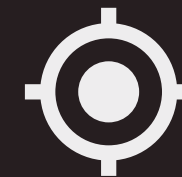Motivation has more to do with a person's drive to fulfill their needs.

WHAT DO YOU WANT?

appreciation

A simple, authentic, 'thank you' goes further than a an inauthentic prize.

development

Offer opportunities for employees to learn and grow in their areas.

holidays & traditions

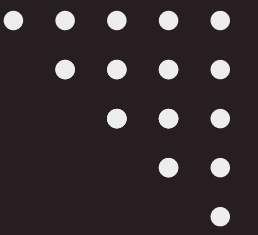A holiday celebration builds employee morale and contributes to team building.

attainable challenge

Different than daily job duties, helps meet the need of self-worth.

What can you do?

8 out of 10 employees indicate their work environment does not motivate them to do outstanding work.

People Quit Managers

People are Underpaid

Limited Career Growth

Discretionary Energy

Transparency, Trust, & Communication

Transparency builds trust, maximizing your impact as a leader.

Be authentic, be honest, be transparent in communications.

Invite feedback and respond positively.

Transparency

What did we learn?

01

Time Management

Write it down
Organize it
Schedule it
Do it
Learn from it

02

Feedback

It's a gift
It's needed to grow
It's not an attack
Don't be defensive
Show respect

03

Motivation

It's intrinsic
Drives commitment
Individualized
Be authentic
Be open