



Possible Ways To Improve Things

(in no particular order)

1. Get a good diary (system / tool) – Organizer, Palm Pilot etc.
2. Prioritize your work i.e. don't do certain things either at all, or let them wait. Use *absolute* priority
3. Delegate more and let go when you do. (Train the people you delegate to, if necessary, to enable you to do this.)
4. Get more training to do your job better
5. Be on time
6. Have only one thing to do at any given time i.e. do one thing at a time and finish it before moving on to the next thing
7. Quiet time
8. Escalate problems. (Know escalation channels.)
9. Make management aware of recurring issues
10. Document the problems that occur over a period of time
11. Don't take things personally
12. Deflect *some* requests i.e. tell your boss you're at saturation point. (See what happens when you do.)
13. Make a list of what's outstanding – this will give you focus – then cross them off as they're done.
14. Make plans / to-do lists (yearly / monthly / weekly / daily) and update them
15. Utilize meetings with your boss more effectively – your choices range from keeping the head down and saying nothing to making waves and 'pushing back' / Review workload with manager regularly
16. Get your boss to agree with what you're doing / Explain what you're doing to bosses, customers, colleagues / coach other people in these techniques, in what you're trying to do
17. Tell you manager what you expect from them
18. Be professional / open / honest with those you work with.
19. Maybe sometimes start early; work lunch, work breaks, use evenings, Saturdays – BUT DON'T MAKE A HABIT OF IT.
20. Red time / green time and put an arrangement in place to cover when you're in red time
21. Divide day up into units of time and use this to monitor progress
22. It's all about how you present yourself – imagine you *are* that well-organised person.
23. Be self-confident – “I can do this”
24. Have a challenge in your job.
25. Go beyond your job
26. Be interested / see a value in what you're doing. Have a positive attitude. Be upbeat. It's all about your state of mind.
27. If you develop standards about how you manage your time, demand the same from others
28. Stop saying yes to everything you're given → always negotiate. Revise / decline deadlines.

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29. Do less by saying 'no' positively i.e. using facts / Show them the evidence of how you're fixed
30. Challenge peoples' demands for your time / be miserly with your time / be less tolerant of people wasting your time / charge for your time i.e. penalize people for wasting it / don't allow other people to control your time / "I'm in control of my time"
 - a. Give them alternatives
 - b. Take turns regarding venue
 - c. Have appointments rather than drop-ins
 - d. Have a proper meeting rather than exchanging a large number of e-mails
31. Plan more realistically – estimate more accurately. Do this by building lots of detail into plans and recording estimated versus actual for tasks / projects.
32. Figure out where your time is going – record what actually happens, analyze it and come up with appropriate solutions
33. Keep a record of what time gets wasted every day and why. Then take steps to stop these from happening
34. Empower others to do what you want – 'go find out yourself'
35. Know what you *can't* do
36. Have a good filing system
37. Figure out / create the things that motivate you
38. Find out *exactly* what your customers want
39. Power naps
40. Remember it's a continuous process – recognize slips but just get back on track. Equally, if things are working well, understand why
41. Champion better work practices within the organization.
42. Put timed, standard work practices in place
43. Have some contingency in each day e.g. try to be done by 4 PM so that you have the choice of leaving
44. Have a 'conscience' – a partner or mentor with whom you work this process
45. Know your colleague's strengths and weaknesses
46. Recognize your own strengths and weaknesses
47. Have team nights out
48. Keep notes on problems that you solved and how you solved them
49. Give yourself rewards and treats if you are successful e.g. use the saved time for what you intended to use it for
50. Identify and penalize time wasters e.g. cut conversations with them / Reward those who use your time best
51. Be clever with travel plans – remember that your work day really includes travel time, so plan the whole thing / look at travel alternatives
52. Make better use of travel time
53. Take public transport to work
54. If you don't have a bus / train / crèche / hot date, pretend you do; leave religiously at a certain time and plan / organise / work the day so that you can do this. ("I have an appointment with my life")
55. Leave your briefcase behind / don't take work home

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56. Know the resources at your disposal
57. Finish stuff – close things out properly
58. Get enough sleep
59. Have more interests outside of work e.g. take up a course
60. Have more interests *inside* work i.e. be interested in what you're doing
61. Be motivated (by money, by doing a good job)
62. Build relationships with your colleagues
63. Finish what you start before moving on to the next thing
64. Have a more positive attitude towards work
65. Be open to and give constructive criticism / suggestions
66. Put learnings from this course into your objectives
67. Be clear on your and then focus on your priorities. Don't do something that's not in your objectives
68. Set a standard and expect people to adhere to it
69. Have a life outside work.
70. Do e-mails instead of having long conversations
71. Use (087) 5 ---- to leave a message rather than to talk
72. Agree with your boss what the channels for receiving work are; have only one way for people to get to you instead of many different channels
73. Minimize non-work related contacts
74. Don't bite off more than you can chew. Budget your time. (Supply and Demand)
75. Speak to your boss if you have a backlog that isn't being cleared
76. Encourage people to ring the Help Desk instead of you directly
77. 'Power hour'
78. Review what you're doing – is it worth it? – are there better things you could be doing?
79. Turn off e-mail indicator / stay out of e-mail / no e-mails one day a week / delete all e-mails – if it's urgent they'll send it again / keep a full inbox / don't keep checking e-mails – check 2-4 times a day / write better quality e-mails e.g. always give an action / work from most recent to oldest e-mail
80. Make yourself 'not available'
 - a. Switch off mobile / set mobile to 'Silent' or 'Meeting'
 - b. Make better use of out of office message and voice mail / Set phone to 'busy' / voicemail
81. Be decisive / (Learn to) assert yourself / Be bossy
82. Be clear and succinct in writing / talking
83. Educate your peers on what you're trying to do / Let people know you're trying to implement something
84. Publish your schedule
85. Teach people how to do things rather than doing them
86. Take risks – follow your instincts
87. Be more organized with your leisure time

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88. Use other peoples' ideas to become more effective
89. Make people aware of consequences
90. Be focussed on what you want
91. Learn a language if you deal with people in other countries. Teach them more how to do things that take up your time. Travel to see and work with them, if this is possible
92. Streamline / improve processes
93. FAQs / Do documentation
94. Know what your career plan is
95. Sell / advertise yourself / your department – report successes using facts
96. Change peoples' attitude – it's all about performance and not attendance
97. Set realistic goals / expectations with bosses / peers / customers
98. Divert your phone
99. Work (a day) from home
100. Work from another building / location
101. Work from another desk / get away from your desk
102. More flexible working arrangements
103. More flexible working hours. (Shift your working hours forwards or backwards in the day)
104. Isolate yourself
105. Go through the big pile of paper on your desk (or e-mails in your Inbox)
106. Throw it all in the bin and start again
107. Ask yourself "how important is this *really*?"
108. Don't get upset when they're shouting at you
109. Be more disciplined
110. Be well organised – start well. Plan your day and stick to it; review each day to see how you did; don't be afraid to 'push back' on your boss or get your boss to do something.
111. Schedule your interruptions ("production service issues") using 'bookings'
112. Book time in your calendar for yourself / set aside time / Schedule in your private time
113. Work strictly 8:30 – 4:30 (or whatever)
114. Start earlier and leave earlier
115. Go home early (sometimes)
116. Try not to take jobs from other people (taking the monkey from their back and putting it onto yours; try to get monkeys off your back)
117. Stay calm
118. Don't raise your voice / get angry – keep cool.
119. Fix only what's broken – just address the problem
120. Schedule your work better (booking system)
121. Work strict hours

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122. Make time for yourself
123. Pick those things you thought you'd never do and do them
124. Insist that people are *specific* about problems e.g. get them to write it down
125. Spend more time with people who make you happy
126. Spend more time doing things you really enjoy doing – “treats”
127. Have more one-on-ones with your boss
128. Make sure people know how they stand – create the right expectations. This means you will always deliver on your commitments. If you do this, customers / bosses / peers will trust you – VERY IMPORTANT ONE!
129. Meetings:
 - a. Reduce meetings and meeting times
 - b. Decline meetings
 - c. Leave meetings when your bit is finished (“Can I do my bit first?”)
 - d. Always have an agenda
 - e. Refuse to go to a meeting that doesn't have an agenda
 - f. Start and finish on time
 - g. Give people who are late for meetings jobs to do e.g. write the minutes
 - h. Rotate the chairing of meetings
 - i. Everyone who's part of the problem being considered attends the meeting
 - j. Nobody gets out until the deal is done or the problem sorted
 - k. Have a standing meeting
 - l. Run more effective meetings i.e. have rules
 - m. Never go to a meeting that has more than three people
130. Use teleconferencing rather than meetings
131. Do important things first
132. Review objectives and re-focus / clarify responsibilities; Clarify your role / your department's role
133. Don't re-invent the wheel / Make your stuff available to others
134. Do a spring clean on your computer / the server
135. Set deadlines and enforce them
136. Manage your outside-of-work time better
137. Take exercise / Take breaks during the day / Leave the office for breaks or for lunch
138. Don't take breaks
139. Monitor the way you sit / Stand up – sit down / No alcohol at lunchtime / Eat proper food during the day / Drink more water e.g. 2 litres a day minimum is recommended
140. Don't go into work with a hangover / No mid-week drinking
141. Process for bringing work into the team / Support rota / don't be the primary point of contact for anything
142. Fix it once
143. Put project progress on display (for major projects)
144. Keep frequently used information to hand
145. Don't underestimate
146. Keep desk / work area tidy; reorganize your work area

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- a. Handle every piece of paper (including e-mail) once / Visit things once
 - i. File
 - ii. Pass it on
 - iii. Action
 - iv. Dump it
- b. Have a cleanout - if you haven't referred to it in say, a year, throw it out

147. Don't dive into projects – stop

148. Leave work when you leave work

149. Tackle inter-personal difficulties ASAP

150. Redistribute work – “I'm full”

151. Don't be so helpful

152. Change upper management's ethos

153. Decline interruptions

154. Read the manual ('RTFM')

155. Don't do something that's not in your job description

156. Take lunch hours / coffee breaks

157. Work a 9-day fortnight

158. Understand where your colleagues / boss / customers are coming from

159. Don't let people jump the queue

160. Don't waste time deciding what you're going to do

161. Do something with the time you free up

162. In your personal life don't take on more than you can handle – take time to relax