



# Tyme Management™

Volume XVIII, Number 7

July 2014

## Stimulate Your Mind with a Break

Taking regular breaks is a necessary part of staying productive. Just three to five minutes can be enough to give you a fresh perspective and renewed energy. **To stimulate both your mind and body:**

- ◆ Instead of staring into space, get up and run in place for a minute. Do a series of jumping jacks or dance around to get your blood pumping.
- ◆ Instead of grabbing another cup of coffee, take a brisk walk around the office. Coffee can intensify nervous feelings and even increase your appetite. Breathe deeply, stretch your shoulders and look at what's around you.
- ◆ Instead of staying stuck on a problem you can't solve, walk a couple flights of stairs, or go outside for a minute. When you return to your desk, work on something else to give your mind time to keep working on it.
- ◆ Instead of calling or E-mailing a coworker, deliver the message in person. Get up and walk down the hall to get out of your seat and have some face-to-face interaction for a change.

## Living One Day at a Time

**D**o you long for the day when you'll finally be caught up with everything? Often, the list of unfinished business running through your mind can leave you stressed and unhappy with your present life. However, people with growing, productive lives will always be in the process of accomplishing some things while others remain yet to be done.

**Here's how to handle the stress of what's left to do:**

- Set realistic goals. Many people, perfectionists especially, expect themselves to accomplish everything within an unrealistic time span. Accept the fact that not everything can or even should be done. Highlight your top three priorities for the day, and focus on completing them one at a time.
- Work from a reserve of rest. Many people don't get enough sleep and rely on the adrenaline rush of a stressful schedule to keep them going. This can result in irritability, listlessness and depression in the long term. Add a half-hour to your night's sleep each week until you find the amount

that helps you function at your best.

- Learn to control your stress response. Address your reaction to stress consciously. Ask yourself whether you're really in as big a hurry as you think you are. While going full steam may make you feel more productive,

the quality of your work will suffer, and you'll eventually exhaust yourself.

- Put things in perspective. Few things are really of life or death importance, and no matter how important something may be, it's not worth ruining your health and well-being worrying about it. When

faced with obstacles, disappointments and delays, find something positive in the situation, and keep moving forward.

- Savor your accomplishments. After each task you complete – no matter how minor – pause a moment to revel in it. Take time out to laugh and play while you leave everything else undone. At the end of each day, remember what you're thankful for.



## Change Positively

The business world changes rapidly in today's market. Traditional methods may no longer work successfully in the coming years.

To succeed today, you may need to seek significantly new ways of working toward success. **Take action now to proceed productively into the next 10 years:**

- ◆ Challenge traditions. Think of better ways to do things.
- ◆ Stay on top of current information. Thanks to the Internet, this is the Information Age. What was current five minutes ago is outdated now. Use the Internet, networking, and other high-tech advances to stay ahead of the pack. Take advantage of what you find.
- ◆ Become a "customer." Think like your customers do. Take risks by anticipating your customers' future needs and desires and finding ways to fulfill them now.
- ◆ Use consultants regularly. No organization can keep enough brain power "in-house." Also, exchange thoughts and ideas with customers and non-competing organizations in your area.
- ◆ Constantly look for positive ways to advance and change. Reward yourself when an innovative idea boosts business.

## Create a Good First Impression

**B**efore you finish shaking hands or even saying "Hello," prospects and acquaintances have already formed an opinion. Your scent, handshake grip, countenance, attitude, and mannerisms have already sent a silent, yet potent, message of the type of person you are.

Although this can be a negative in some cases, it's actually good news if you know how to present and package yourself for first impressions. **To develop a good first impression upon everyone you meet, take these tips to heart:**

- ◆ Greet everyone with a smile. You never know who may end up intricately important in your life.
- ◆ Empathize with others. There's an immediate bond between yourself and another if the other feels understood.
- ◆ Keep an upbeat attitude. Nothing draws in others better than positivity.
- ◆ Exude confidence. Think highly of



yourself and so will others.

- ◆ Consider others' time limitations. Ask if a person has time to speak with you before starting a conversation.
- ◆ Leave clear messages on voice mail.
- ◆ Keep your office clean at all times. You never know when an important person or client may drop in.
- ◆ Design your ads, business cards, and other materials with clarity and quality in mind. The readability and understandability should matter more than fanciness or style.
- ◆ Answer your phone pleasantly every time. Speak in a cheerful tone, give the organization's and your name, and ask for the caller's name as well.
- ◆ Groom yourself like a professional. Men should have a good haircut, a clean-shaven face, and unwrinkled clothes. Women should wear makeup in a subtle way, choose conservative clothing, have well-manicured nails, and keep jewelry to a minimum.

*"Things that come to those who wait are only things left by those who hustle."*  
– Abraham Lincoln



## Evaluate Your Tasks Effectively

Time management experts suggest you evaluate everything that crosses your desk using the Four-D vision. The Four-D vision includes:

- **Drop** - These items don't contribute to your success or the success of your organization and should go directly into the trash bin.
- **Delay** - These items are held for a closer perusal later. Many are then dropped into the trash bin.
- **Delegate** - These items can be completed effectively by someone else. Get them off of your desk by delegating them to the most qualified people in your organization.
- **Do** - These items can be completed by you alone. These are much easier to manage once the other three item categories have been cleared from your desk and schedule.

## Communicate With Clarity

Whether you're talking to one person, addressing a focus group, leading a staff meeting, making a phone call, writing a memo, or giving a speech to gathered CEOs, clear communication is an issue in your work day. **You can communicate more clearly and precisely in any situation with these suggestions:**

- ▲ Be sure of what you're communicating. When you're unsure about what you're communicating, you'll come across as tentative and ineffective.
- ▲ Choose a communication method. Decide whether your voice, pen, keyboard, or phone will communicate your message best.
- ▲ Compose your thoughts by writing them down. Choose simple words whenever possible since you're wanting to be understood, not impressive.
- ▲ Remember that timing is important. Make sure you're approaching your audience at a time they'll be receptive to what you have to communicate.
- ▲ Ask for feedback from those you communicate with. Nothing teaches you the skills of communicating better than feedback from those you communicate with most often.

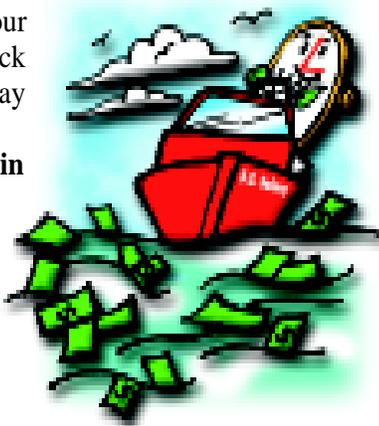


## Navigating Salary Negotiations

If you're planning to negotiate your salary for a new position or renegotiate your current position's salary, take time to think things over. Tell your employers you're interested in discussing your salary but will get back to them about it in a day or two.

**Keep these tips in mind as you prepare for the upcoming salary talk:**

- Research salaries for people with similar talents and skills in other organizations.
- Avoid stating your minimum salary. This will limit discussion to that figure.
- Let your employers make a salary offer *first*. Ask them if that's the best offer possible. Then, let them discuss the matter with you.
- Ask targeted questions. What's the salary offer based



on? What's the range for others in this position? How often will reviews and salary raises occur? • Compare what's being offered to what you found in re-

searching salaries. If what was offered is less than you feel a person in your position is worth, say so. Mention unique skills and talents you provide and how much you feel they're worth. • Remember, you cannot make more money unless you ask; it never hurts to ask; and you should always work toward an agreeable com-

promise while still keeping your salary goals in sight. • Keep in mind that any future raises and bonuses will be based on the salary you negotiate from this meeting. While you may not be a skillful negotiator, that should be reason enough to try your best.

## Sharing Office Space

If you're in the situation of sharing office space with a coworker on a regular basis, proper communication and common courtesy will keep you and your coworker pleasant cohabitants. **The following areas should be discussed and determined before you begin sharing office space:**

- ◆ Supplies. Will they be shared? What about items you don't want shared but want to leave in your office area? Set up a supply checklist and agree to take turns replenishing the supply. Establish a space where personal supplies are kept that are off limits to the other office space occupant.
- ◆ Drawers. Most desks have more than one drawer, and usually an even number of them. Each of you should choose at least one drawer that's off limits to the other.
- ◆ Cleanliness. At the end of your time at the office area, clean up the area completely so the other person can come in and begin working without having to move a mess out of the way.
- ◆ Chairs. Try to get a chair for each of you. At least ask for a chair that will easily change its height to fit each of your preferences.
- ◆ Work in progress. Establish a hanging file that's labeled "in progress." In this file, place anything that you were unable to finish before your time at the office area was up. It may be helpful to place a sticky note on the material to remind you where you were when you stopped.
- ◆ Messages. Establish a system that works well for both of you. Many people choose to leave message notes for the other to find while others like a notebook that indicates all messages alongside what work has been completed.

## Find Time to Enjoy Life More Fully

**Y**ou may not be able to remember a weekend when you didn't have work or home responsibilities to tackle. You may think you need extra hours added to each day just to complete what needs doing. But, by using time to your advantage, you can gain control of time and your life.

**To enjoy life more fully, take these simple steps:**

- ◆ Write out a daily "To Do" list.
- ◆ Realize only 20 percent of the list is worth your effort.
- ◆ Determine what tasks fall into the 20 percent.
- ◆ Concentrate on this 20 percent and fit in the other 80 percent as time allows.
- ◆ Determine your most productive time of the day. Use this time to work on the high priority 20-percent tasks.
- ◆ Schedule small, easy tasks for those times when your energy levels lull.
- ◆ Do routine tasks routinely, at the same time every day.

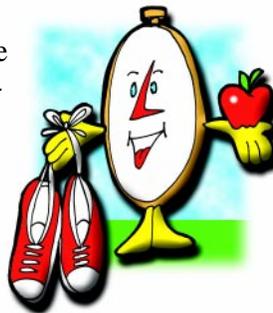


- ◆ Keep at least an hour of time free to handle crises and unexpected tasks.
- ◆ Schedule time to relax your mind and body.
- ◆ Use wait time – at doctor's offices, waiting to pick up children, commute time – to do things you've put off or lacked time to do.
- ◆ Spend 10 to 15 minutes daydreaming daily. Your mind thinks clearly when you let it wander.
- ◆ Utilize five-minute time bytes. Instead of wasting time spots you gain, use them to begin working on major projects. Remember to note where you leave off so you can pick up easily the next time.

## Take Time For a Health Improvement

By instituting these measures daily, you'll miss fewer days from work, have more energy and have a clearer mind to work more productively. **Here's are several ways to take time for health improvement:**

- ♥ Eat well. Choose lots of fruits and vegetables, some protein foods, some dairy products and many carbohydrates. Get smaller portions of high-fat foods. Limit caffeinated drinks to two servings daily. Cut back on sugar and salt and drink water (eight glasses a day).
- ♥ Get regular exercise. Include at least 30 minutes or more of moderate to brisk activity daily. Make exercise a regular part of every day.
- ♥ Get enough rest. Go to bed about the same time every night. Set your alarm so you get 7 to 8 hours of sleep. Relax for at least a few minutes at midday and late evening.
- ♥ Reduce your stress. Find someone you trust and share your true feelings. Do something nice for yourself once a day. Realize mistakes will occur and shouldn't be stressed over. Laugh with loved ones.
- ♥ Avoid getting sick. All the tips above will help you in this area but you can add some additional safety measures. Wash your hands as often as you can and pay close attention to what you handle during the day.



## Pat Answers

*Dear Pat: The girl that I carpool with has started smoking pot on the way to work when we're in her car. Besides the risks on the road or with the police, it's affecting her performance on the job. What do I do?*

**Pat Answers:** Before you worry about her job performance, take care of yourself. Tell her in no uncertain terms that you will not ride with her if she is (or has been) smoking pot. It could literally be a matter of life and death, not to mention the legal consequences if she's stopped by the police. If she lights up after that – or if you can tell she's under the influence of drugs – insist that she stop the car and let you out. Transportation to and from work isn't your biggest concern. But it also sounds like she's a friend and you're worried about her. When it comes to drug abuse – or excessive alcohol use – there's not much you can do to change someone's behavior. It has to be her decision. All you can do is tell her what you've noticed, tell her that you're worried about her, and tell her that you'll help her if you can. The rest is up to her.



*Are co-workers driving you crazy? Is your boss out of touch? Complex personnel problems demand Pat Answers! Send questions to: pat@patgrigadean.com.*

*Pat Grigadean is a professional mediator, trainer, and employee-relations specialist. She writes Pat Answers in consultation with Haven Street-Allen, SPHR. © 2007 Pat Grigadean.*

*"Right is right, even if everyone is against it; and wrong is wrong, even if everyone is for it."*

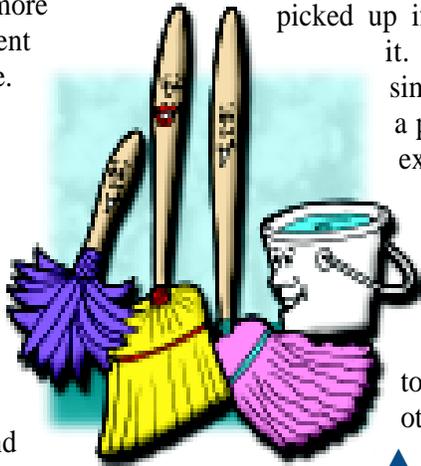
**– William Penn**

## A Remedy for Heartache at Home

**M**essiness can be a common cause of heartache at home. Vexed at the disorganization of their spouses, sometimes people don't know how they can manage to live in harmony under the same roof. Respecting your spouse's right to feel at home is important, but you can learn how to encourage a more organized environment that benefits everyone.

**The following are ways to help your spouse become more organized:**

- ▲ Ask for preferences. Establish a chore schedule, and find out which tasks your spouse prefers and dislikes. By doing the ones that each of you find bearable, you'll both be more likely to keep things clean.
- ▲ Speak up. Unless you communicate how things are organized, your spouse will continue to put them where they don't belong. Explain where different items go and how they're arranged. Post a chore chart in the kitchen that outlines what must be done each day and each week.



- ▲ Share responsibilities fairly. Each of you can take on different parts of a task. For example, one of you can pack for the trip while the other can be in charge of getting the keys and loading and unloading the luggage.
- ▲ Stop playing maid. Your spouse doesn't have a reason to keep things picked up if you're always doing it. Also, he or she may simply not know how to do a particular task until you explain the procedure.
- ▲ Make a color code. Designate a different color for each of you to identify each other's cups, towels, toothbrushes, razors and other personal belongings.
- ▲ Establish boundaries. Allocate specific places just for your spouse to separate you from the effects of his or her habits. Separate closets, desks, drawers, shelves and suitcases can keep the other's mess at bay.
- ▲ Set an example. By modeling good organizational habits, the benefits you show may convince your spouse to follow your example.

## Freshen It Up

Relationships can go stale without the constant effort to develop them. **Here are things you can do to enjoy time with your spouse:**

- ◆ Have a lazy morning. Eat breakfast in bed and read the newspaper, taking turns sharing interesting articles with each other. Don't forget the comics!
- ◆ Ask questions. There are several books and games designed to help people get to know each other better. Talk about memories and daily events to discover deeper insights about each other.
- ◆ Take a class together. Try something new that you can learn together such as ballroom dancing or a foreign language.
- ◆ Widen your circle of friends. Meet new and different people to spend time with as a couple.
- ◆ Do a project together. Be creative and have fun with it. Make a birdhouse, build a treehouse, or paint the kitchen a different color.
- ◆ Go on a trip. Spend a weekend away from your usual environment and pressures.
- ◆ Volunteer. Get involved in someone else's life. Not only will both of you grow, but these new experiences may also teach you new things about each other.

## A New Approach to Resolving Long-term Arguments

People often try to resolve the same argument over and over again in the same way – in face-to-face verbal combat. You may have a better chance of communicating, however, if you change your means of communication. **The next time the same problem comes up, try the following:**

- ❖ Write a letter. A sincere, clear and loving letter may be more effective. Many people don't really listen in face-to-face encounters because they're too busy formulating what to say next to defend themselves. Letters, on the other hand, don't require an immediate response and can be reflected on more thoughtfully.
- ❖ Pick up the phone. Sometimes body language and facial expressions can be misunderstood. The phone can mask these signals so that both parties can focus on what the other is actually saying.



# PERSONAL TIME

## Schedule Quality Time with Family

**D**aytime hours are for working and going to school. Evenings find everyone tired and nights are filled with homework, television, errands and sleeping. How can a businessperson find time to spend with family?

Busy people should consider breakfast as the perfect solution to their family time dilemma. A leisurely, nutritious family breakfast can satisfy your need for family time while providing everyone with energy for the rest of the day as well. **Here's how you can plan a breakfast family time for your family this year:**

- ◆ Ask everyone to rise at least 30 minutes earlier than they normally would so there will be plenty of time available.



- ◆ Involve everyone in setting the table, cooking and cleaning up afterward.
- ◆ Prohibit newspaper, television and radio interruptions to leave room for simple family talk.
- ◆ Avoid the temptation to be the first one to rush off. Start your day early enough so that you can sit calmly and enjoy the time with your family and your food.

## Giving and Receiving Feedback

Feedback is a valuable growth tool for those hoping to achieve success in their career and life. But, it's only as valuable as your ability to give and receive it is. To make certain you're well-versed in giving and receiving feedback properly, read these tips:

### When giving feedback:

- ▲ Make sure your intention is to be helpful. Avoid using feedback as a chance to hurt others.
- ▲ Ask the other person if feedback is welcomed when you're not asked for your thoughts.
- ▲ Be as specific as possible.
- ▲ Describe behavior without evaluating it.
- ▲ Tell the other person to get a "second opinion" from another person before taking action on your thoughts. This shows your sincerity in giving your thoughts.

### When receiving feedback:

- ▲ Specifically request detailed feedback on certain areas of your performance. Otherwise, you may receive generic suggestions that are tough to apply toward anything.
- ▲ Avoid being defensive. If you struggle with this, it may be better to never ask for feedback.
- ▲ Summarize what you've been told to make sure you understand what's been said.
- ▲ Provide feedback on the feedback you're given. Allow the other person to know how you feel about their suggestions in an amiable way.



## Color Code Your Messages for Quicker Turnaround

Use different colored marking pens for different instructions. You might use red for "see me for instructions," blue for "deliver this to," black for "take action on this," green for "please file," and so forth. This color system of delegation will save you from writing the same instructions over and over and will allow your delegates to start working on tasks more quickly.

## Take the Path to Improving Fitness

Do you have trouble finding time to exercise? If you're like many other businesspeople, you probably think your schedule can't fit in any exercise time. But, walking is an exercise that anyone should be able to fit into their schedule. You don't need a change of clothes. You don't need to drive anywhere. You don't need a partner. It's simple and removes all the complications of adding any other exercises to your daily schedule. Try to fit in 20 minutes of walking at least three times each week and you'll be on the path to good health benefits in your life.

## Dealing With Traffic Jams

Instead of becoming frustrated by traffic jams, use the time to complete some of your office work. If you're stopped, use the time wisely. You can do a number of jobs from the drivers seat of your car, including making calls on your cell phone, scheduling appointments, dictating into a recorder, signing paperwork you have easily assessable in a folder, or listening to motivational recordings.

## Are You All Tangled Up in “Nots”?

*“We’ll never finish the job on time, especially with the limited resources we’ve been given.” “Why does our department always get all the ‘special projects’?” “The new associate is nothing like the person she replaced. What was management thinking?”*

All of these are negative words reflecting negative attitudes from negative people. We’ve all worked with employees who slumped around the office with what seemed to be a dark cloud hovering over them. Wherever they went, problems, miscommunications, and extra work followed.

Medical studies and common sense tell us that people tied up in “nots” get tied up in knots, experiencing more physical, emotional and situational complications than those with a more positive approach. They seem to get less work done and generally have a counterproductive effect on those around them.

Reconsider the opening comments with a positive twist. “Even though we don’t have all the resources we need, wouldn’t it be great if we could finish the job on time?” “Every time our department gets ‘special’ opportunities, we have a chance to ‘perform miracles’ and impress the executives.” “The new associate seems to have different assets and experiences than we’re used to. We can learn a little from a fresh, outside perspective.” Different words and different attitudes get different results.

Being positive doesn’t mean hopping through the office being oblivious to all the difficulties and challenges of work but it does mean looking at situations and seeing promise rather than peril.

**Following are some simple ways to live life more positively:**

▲ Use positive words. Psychologists say that we hear and remember positive wording better than negative wording. When someone reads a sign that says “Do Not Dump Trash Here,” that person has to switch tracks. “Hmmm. I can’t dump trash here. Oh, I can dump trash over there.” But, if the sign reads “Dump Trash In The Bin Near The Back Door,” the person can avoid switching tracks. Positive words sink in easier, deeper and faster.

▲ Emphasize positive angles. A manager at a computer company wanted to create an online database that would

make work easier for telephone support reps but he got no cooperation from them. Here was his situation:

As part of a licensing agreement, users received telephone support by calling an 800 number. When a call came in on a question, the reps would spend hours researching the answer but keep no record of the call or the answer. There was much duplication of research effort, a big backlog of customer calls and numerous complaints about delays. The manager asked the reps to record their answers and send him a copy so he could enter the answers into an online database.

After reading his memo to solicit their answers, I understood why he got so few responses. The memo began: “As you know, we’re legally obligated to provide a four-hour response on all customer calls. Currently, we’re backlogged with customer calls and making

little or no progress; complaints continue to grow...” Quite a negative approach.

I suggested a rewording of the memo: “How would you like to get through your stack of backlogged customer calls quickly? How would you like to have researched answers to customer calls at

your fingertips? Help is on the way. For the next 30 days, I’m asking you simply to record and forward to me a copy of...”

The positive approach generated a much better response.

▲ Say what you want, need or can do. Positive framing means you say what you’re for, not what you’re against; what you’re going to do, not what you’re not going to do; what you can do, not what you can’t do. The positive angle takes more thought but the results are well worth your effort.

By focusing on communicating positively, you’ll get more, and better, work done and the people around you will be happy when you enter a room, instead of rushing to find the exit.



By Dianna Booher, author, speaker, and CEO of Booher Consultants, a Dallas-based communications training firm. Her programs include communication and life balance/productivity. She has published more than 40 books, including *Communicate with Confidence*®, *Speak with Confidence*®, and *Your Signature Work*®. Call (817) 868-1200 or visit [www.booher.com](http://www.booher.com).

*Tyme Management*® is published by Rutherford Communications, P.O. Box 8853, Waco, Texas 76710, 1-800-815-2323, [www.rutherfordcommunications.com](http://www.rutherfordcommunications.com). Copyright © 2014 Rutherford Communications. All rights reserved. Material may not be reproduced in whole or part in any form without the written permission of the publisher. Printed subscription price (12 issues), \$49.95 per year in U.S. Electronic subscription price (12 issues), \$24.95 per year in U.S.

Publisher: Ronnie Marroquin

Managing Editor: Kimberly Denman

Illustrations by RMS Graphics

ISSN 1074-3006

## TIMESAVERS

### Personalize Your Time Management Skills

To control your time effectively, you must know your personal time characteristics. **Ask yourself the following questions:**

- *Are you a morning or a night person?* Plan your schedule to do high-priority items during your prime working hours.
- *Are you task or people oriented?* If you're people oriented, schedule concentration work for your prime working hours. If you're task oriented, schedule phone calls and other communication tasks during your prime hours.
- *Do you work intensively or extensively?* If you're intensive, schedule regular breaks in your work day so you won't burn out quickly. If you're extensive, allow enough time to complete tasks at a longer, steady pace.
- *Are you an A or B type worker?* A types must learn to delegate tasks instead of doing everything themselves, avoid worrying about being "exactly" punctual, saying "no" more often, and remember to include recreation each day. B types should strive to avoid procrastination, keep their desk clear of paperwork buildup, work on tasks at hand instead of chatting with coworkers and sticking to the schedule they set for their day.

## Work Smarter, Perform Better

**N**othing pressures you more than the flow of time each day. Just about anyone can accomplish more by working more hours. But, wouldn't it be better to accomplish *more* in *fewer* hours? Then, the extra time you save would allow you more time to concentrate more clearly, get more accomplished and work on some of your long-term goals.

The best time management goal to focus on is to work smarter, to accomplish more and to perform better. **Consider the following suggestions that can help keep you and your staff one step ahead of Father Time:**

- ◆ Invite only those absolutely necessary to staff meetings.
- ◆ Log your time use. Find out where you save and lose time each day.
- ◆ Call to verify appointments and reservations before leaving the office.
- ◆ Accept that it's okay to say "no."
- ◆ Make swift decisions.
- ◆ Look to the future. You can't plan ahead if you don't look ahead.
- ◆ Find a quiet and solitary place when you need to have concentration time.
- ◆ Match your method to each situation. Some opportunities call for



travel, others a letter, while still others simply need a phone call.

- ◆ Get started today. Avoid procrastination, take action.
- ◆ Limit your time on phone calls.
- ◆ Close your office door.
- ◆ Read while traveling.
- ◆ Make decisions on mail and papers when they cross your desk.
- ◆ Tackle tough tasks first.
- ◆ Clear and organize your desk.
- ◆ Prioritize your tasks.
- ◆ Finish things. What you complete matters, not what you have going.
- ◆ Just say "good-bye" to end calls.
- ◆ Avoid a lot of red tape. Establish simple, easy-to-follow systems.