



Tyme Management™

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Memory Cues

It can be easy to forget what to do when there's so much to do. **Here are some simple ways to remind yourself what to do:**

- ◆ Write it down. Make a note to yourself in your planner or on an erasable marker board.
- ◆ Alarm yourself. Set the alarm on your watch, clock, or computer to go off before you need to do something. For crucial appointments, set a second alarm to go off as well.
- ◆ Leave yourself a message. If you're at home and don't want to forget to do something at work tomorrow, call the office and leave yourself a voice mail reminder.
- ◆ Post sticky notes in strategic locations. Stick them on your bathroom mirror, front door, computer terminal, or steering wheel to remind yourself to do errands and chores.
- ◆ Put it on tape. For the times when it's inconvenient to write something down, use a small tape recorder instead. Record ideas, phone numbers and "to do" items to play back later.
- ◆ E-mail yourself. Use your computer to send yourself E-mail reminders of important dates and appointments.

Finding a Cure for Forgetfulness

Misplaced files, missing keys, lost memos... these are a few of the things that can steal time and peace of mind from your day. If this sounds familiar, you may be convinced that your forgetfulness is beyond remedy. However, with a little planning and organization, there's much you can do to prevent frantic last-minute searches for your belongings. **The following are strategies for curing a chronic case of forgetfulness:**

- ▲ Designate a spot to return items. Choose a specific location to put each of the items you tend to misplace, and get in the habit of returning things back to where they belong.
- ▲ Organize and label items in a simple and consistent manner. Put frequently used items where you can see and reach them easily. Create a logical system for labeling files, and separate computer files into different folders that will make them easier to locate.
- ▲ Duplicate essentials. Make a list of things that could cause a disaster if they were lost. This list may include confidential papers, computer files, account numbers and keys. Make a copy of these items, and store them in another location, such as in a safety deposit box or with a trusted person.
- ▲ Arrange for the return of lost belongings. Write your name, address, telephone number, and E-mail address



on valuables, such as your wallet, briefcase, suitcase, or laptop computer, in case they become lost. Offer a reward if the item is particularly valuable to you. Carry important papers in a large self-addressed, stamped envelope so that people can mail them back to you if you accidentally leave them.

- ▲ Use reminders. Tell someone where you plan to put the things that you often misplace. This person can then help you track down missing items if necessary. You can also write a note in your planner or on a sticky note to remind yourself where you put something in case you forget.
- ▲ Slow down for a moment. Many cases of misplaced belongings are the result of unnecessary haste. Before you rush off to your next destination, check your present location to make sure that you haven't left anything.

Overcome Burnout for Good

Are you on the verge of burnout? You may be there already without even knowing it. Many times, people who are burned out have a vague sense that something's wrong, but they can't put their finger on it. They know they're worn out and frustrated, but they don't know how to fix it. **Here are some suggestions on beating burnout:**

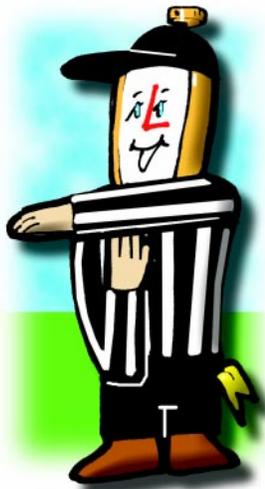
- ▲ Put your life in perspective. What is truly important to you? Make time in your schedule for these things, and don't worry about the rest. Make sure your schedule reflects a balance of priorities and doesn't focus on only one thing.
- ▲ Make realistic expectations of yourself. There's nothing shameful about admitting that you have limits to what you can do. You're only human. Do what you can, and stop feeling guilty that you think you should be doing more.
- ▲ Develop a healthy sense of self-worth. Many people think that they have to do things or perform well in order to feel good about themselves. The truth is, however, that you're a valuable human being just the way you are.
- ▲ Stop living based on other's opinions. You can't please everybody, and you'll wear yourself out if you try to. Don't be afraid to say "no" when it's too much for you to do. Your well-being is more important than impressing other people.
- ▲ Keep in good physical condition. Your physical health is closely connected to your mental well-being. Making time to exercise, sleep, eat well and relax enables your body to stay strong and successfully cope with daily stress.
- ▲ Maintain a good support system. Stay connected to a group of people who love, support and listen to you. Avoid bottling up your feelings inside. Talk about and share them with others who care about you.



Take Time Out from Your Day

If you're like most people, you probably feel overwhelmed by the never-ending list of things you need to do each day. You may conclude that you simply can't take time out for yourself. And you may feel extremely guilty if you steal even one moment for yourself. But the truth is that you *need* time to just relax and do nothing. Without it, you won't be able to help others or accomplish your goals. You'll be too worn out.

If you're a "busyness addict," give yourself at least 10 minutes each day to stop and relax. Allow this time to be simply for enjoying yourself. Your "to do" list and goals are off limits. Relax. Believe it or not, the world will get along fine without you while you take time out for yourself. Then, when you do jump back into it, you'll be much more able to give it your best.



Are You Suffering from Burnout?

Ask yourself the following questions to find out if you're showing signs of burnout:

- ◆ Do you feel more and more pressured by your responsibilities?
- ◆ Do you find yourself not wanting to do things?
- ◆ Do you feel lethargic and fatigued all the time?
- ◆ Have you had a hard time making simple decisions lately?
- ◆ Have you had more physical complaints recently?
- ◆ Do you feel that you're not doing as well at work anymore?
- ◆ Are you more irritable and easily frustrated than usual?
- ◆ Have you noticed a significant change in your appetite?
- ◆ Do you have a difficult time remembering things?
- ◆ Has your attitude about life become more negative or cynical?
- ◆ At work, do you count down the minutes until it's time to go home?
- ◆ Have you felt hopeless, disillusioned, or unfulfilled?
- ◆ Do you often have a hard time concentrating?
- ◆ Do you drink alcohol or take medicine to deal with stress?
- ◆ Do you feel unappreciated for your hard work?
- ◆ Do you have difficulty falling or staying asleep?
- ◆ Has your enthusiasm for life and work dropped?
- ◆ Does your schedule seem like it will never slow down?
- ◆ Do you feel no hope of relief from your current stress or situation?

If you answered "yes" to several of these questions, you're a likely candidate for burnout. The good news is that you don't have to live this way! Make the positive changes you need to enjoy life and avoid burnout.

Make the Effort to Get the Most Out of Meetings

With so much time and effort put into meetings, it's unfortunate that they're often forgotten about as soon as they're over. By making the effort to get the most out of them, you can ensure that your time spent in meetings isn't wasted. **Here are several ways that you can make your time in meetings more productive:**

- ▲ Take notes. Reserve one page for each person speaking, and return to it to jot down the main points each time that person has something to say. When you review your notes later, you'll then be able to summarize each person's point of view.
- ▲ Listen actively. Pay attention not only to the actual words being said, but also to the nonverbal cues in the message.



The more you understand people, the better able you'll be to communicate with them.

- ▲ Take immediate action. After the meeting, write down what action steps you need to take. What responsibilities were you assigned? With whom will

you need to follow up?

- ▲ Pass it on. Report the pertinent news and information discussed in the meeting to the people who need to know about it. Also share any facts or insights that will help motivate and challenge them.
- ▲ Review your notes. Put the notes in your inbox, and schedule time in your planner for reviewing them. After you look over them, place a check mark on the notes, so you'll know that you've already reviewed them.
- ▲ File reference information. For notes that don't require action, file them where they can be put to good use. Or, keep all of your meeting notes in a special notebook or binder that you can refer to when needed.

How Much Stress Do You Manage?

Stress is a major part of a manager's job. And unless you know how to cope with it healthily, this stress can take its toll on your health, job performance and overall well-being. **To determine whether you're suffering from the effects of job-related stress, ask yourself the following questions:**

- Do you often get irritated with coworkers and clients?
- Do you frequently blame your company or coworkers for your poor performance?
- Are you feeling more and more unsatisfied with your present job?
- Do you fantasize about leaving your company to get a better job?
- Have you begun to withdraw from coworkers and to neglect your work responsibilities?

If you answered "yes" to several of these questions, too much stress on the job may be the reason. Make a list of the stressors you experience in your job. Put a star next to the ones that you can do something about, and work with others to change these things. In addition, practice effective stress-management techniques that can help create more balance in your life. **These include:** • regular exercise • a healthy diet • adequate sleep • social and leisure time • a positive attitude.



Phone Service

To provide better service to the people you call and who call you:

- ◆ Make a list of the points you want to cover. Do this for complicated or important calls, and keep a generic list on hand for things to include during routine calls.
- ◆ Keep important information at your fingertips. If you have information that you need to update, for example, keep it visible on your computer screen or index.
- ◆ Be friendly, but not too personal. Avoid dumping your work or personal problems out on your clients. This may send them the message that you and your company are incompetent.
- ◆ End the call when appropriate. Talking on and on wastes the other person's time and yours. Take the initiative to end a call when both people's reasons for calling have been discussed.

Is Your Life a Little Dull?

Have you ever had a perfectly sharpened pencil – a pencil that is just the way you like it for writing? When you have a perfectly sharpened pencil, it actually makes it fun to write. In fact, it almost feels like the words just show up on the page, seemingly without any effort.

Unfortunately, the more you write with the pencil, the duller it becomes. And the duller the pencil becomes, the less easy and fun it is for you to write. Eventually, the pencil will be so dull that you either stop writing or you re-sharpen it so that writing can become fun again.

This same concept applies to life as well, with you being the “pencil.” When you learn a new skill, you’re “re-sharpened,” and life is exciting. However, the longer you use the skill, the duller and more ordinary the skill becomes, and thus it’s less fun to use it. You reach a point where you either stop using the skill or it becomes a habit that you default to without even thinking.

When you often find yourself doing the same routine repeatedly (for example, seeing the same places, thinking the same thoughts and interacting with the same people), doesn’t life become less exciting? Enough days like that and your “pencil” can become so dull and boring that you lose interest in using it!

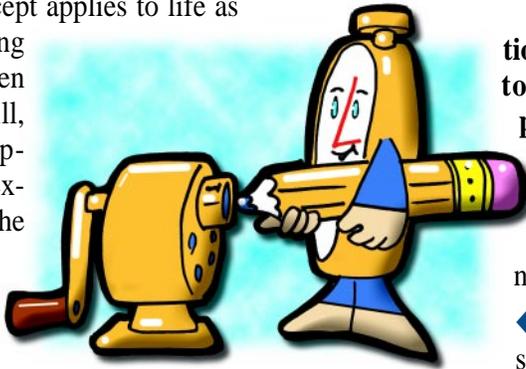
When you’re sharpening your pencil by learning, growing and trying new experiences, life is always interesting.

Are you making the choice to meet new people, read new ideas, think new thoughts and have new experiences? This all boils down to what is called *learning*. Learning is defined as “to gain knowl-

edge, understanding, or skill by study or experience.” To study is to think. To experience is to act. When you’re thinking and acting, you are learning.

Think of an interesting person you know. Are they always thinking and acting? They’re interesting because they always seem to have new ideas and experiences! That’s because learning is what “re-sharpens” their “pencil”!

Are you making the choice to be in situations and environments that encourage you to learn and grow? Do you spend time with people who inspire you to do what you have not yet done?



Here are questions you can use to sharpen your pencil:

- ◆ What have you done today that you’ve never done before?
- ◆ Did you meet someone new today to help keep your life fresh and interesting?
- ◆ What have you learned today?
- ◆ Are you reading about ideas that cause you to grow?
- ◆ Are your experiences keeping you fresh?

Today, live an interesting and exciting life by learning from everyone you meet and every experience you have.

By Mr. Per, who has been called “an ordinary guy with an extraordinary message” and is a presenter for iztek, a company specializing in keynote speaking and corporate training programs that are original, relevant and inspiring. Mr. Per can be reached a 1-866-498-3546.



How to “Wow” Your Audience

The following are tips for improving the delivery of your next presentation:

▲ Look at your audience. Try to make and maintain eye contact with each person. If the group is large, staring in a specific direction for a moment will make several people think that you’re looking directly at them.

▲ Amplify your voice. Talk louder and slower than you would in normal conversation, and include pauses and changes in tone, pitch and pace. Remember to smile and look as natural as possible.

▲ Avoid fidgeting. Keep your hands still a majority of the time. Find a place to rest your hands when you’re not using them to emphasize a point.

▲ Identify your main point. To help your audience recognize and remember what you’re trying to say, repeat the same point several different ways. Point it out to them by saying, “This is the important point...”

▲ Incorporate visuals. Use a slide show, video presentation, or object to capture the audience’s attention and to reinforce or help explain your point.

▲ Leave a lasting impression. Use a joke, story, personal anecdote, metaphor, analogy, or skit to illustrate your key point in an interesting and memorable fashion.



Keeping Track of Your Family

In the hustle and bustle of daily life, is your family in a constant state of disorganization? If so, it may seem virtually impossible to keep track of what's going on in your family. **To make sure your family stays organized:**

- ◆ Schedule regular family time. Plan times during the week for touching base with each other. It may be a daily meal such as breakfast or dinner or a special outing or activity each week. Use these times to discuss upcoming plans and events.
- ◆ Share a family calendar. Hang a large calendar in a place that everyone passes by frequently, such as the kitchen, den, or bathroom. Have everyone write on it their appointments, practices, activities and special days so that no one else will forget.
- ◆ Institute a check-off chart. List the routine activities that must be done every morning, afternoon and evening in your home. Enlarge this list, and put it where family members can review it each day to make sure that they've done their part.
- ◆ Keep a running shopping list. Post a list on the refrigerator, and ask family members to write down items needed as they run out of them. By buying things all at one time, you'll avoid making last-minute trips to the store.
- ◆ Assign individual storage space. Give each family member a labeled container for his or her belongings. Leave these containers by the door for putting shoes, coats, backpacks, books, keys, or other items in that clutter up space or become lost easily.

Back-to-School Organization

Back-to-school time is a perfect opportunity to teach your children time-management skills. Learning simple strategies for organizing their time and belongings can enhance their ability to learn in the classroom as well. **To teach your kids skills that will help them excel in school:**

- Introduce methods for keeping supplies organized. Show your children how to arrange supplies in their desks and book bags so that they can find things easily. Teach them to label folders and notebooks, and suggest using different colored folders for different subjects.
- Ask about their homework each night. Find out what assignments they have to do and how long it will take to complete them. Then help them set up a schedule for getting them done. Include a fun activity as a reward for after homework is completed.
- Plan larger projects in advance. Provide children with a calendar that they can use to write down due dates for big



projects. Teach them to break these projects into smaller steps that they can do a little each day.

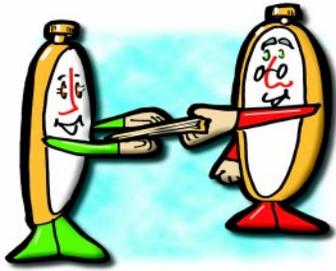
- Create a homework spot that's conducive to study. Furnish your children with a desk and a comfortable chair placed in a quiet, well-lit area away from the TV. Purchase a dictionary, atlas and other reference materials needed for their work.
- Establish a routine for school nights. Get your kids into the habit of a consistent schedule that includes time for study, play, meals and bedtime preparation. By having a routine, they'll learn self-discipline and how to plan and structure their time wisely.
- Make time to listen. More than any planning or organizational skills you teach, it's the love and confidence you instill in your children that will help them to succeed. To help them build confidence, listen to their thoughts, feelings and opinions, and praise them daily. Spend time reading and talking together each night.

Get Rid of Grime in No Time

No time to clean? Think again. With a speedy cleaning routine, you can tackle dirt and grime in no time. **To clean bathrooms and kitchens in a hurry:**

- Strip off all floor mats and coverings.
- Cover the major areas of the room first, carrying supplies with you as you go.
- Pull objects toward you on counters to clean behind them.
- Use a sponge to wipe down cabinet doors.
- Let cleanser soak on hard-to-clean spots, and remove later.
- Use a toothbrush to scrub fixtures and sink edges.
- Spray mirrored and glass surfaces with glass cleaner, and dry.
- Circle the room clockwise to dust tables, shelves and fixtures.
- Take out the trash, and replace with a new bag.
- Sweep or vacuum the floor, and replace floor coverings.





Plan to Delegate

Before you delegate your next task, be sure to take a few minutes to plan exactly what you want done and how.

When planning to delegate:

- ▲ Outline what needs to be done. Set clear goals and objectives so that you'll be able to recognize when they've been accomplished.
- ▲ Make a precise deadline for the project. If it's an extensive project, establish interim due dates for each of the major steps involved.
- ▲ Identify the resources that are available to help accomplish the task. Resources include money, materials, and your own authority and experience.
- ▲ Note the others who can assist with the project. With whom will the person need to work in order to complete the task? What knowledge or expertise can they offer?
- ▲ Decide how much freedom will be given to do the project. When people are allowed to use their own ideas and methods on a project, they'll generally feel more ownership of the project and will want to do a better job.
- ▲ Determine how involved you'll be. Will you play an active role in helping to work on the project, or will you act only in a supervisory capacity?
- ▲ Choose how to monitor progress on the project. You may want to request written reports or have periodic meetings. Devise a schedule of checkup dates, and write these in your planner.

Train Employees to Stay on Top

To keep up in a rapidly changing world, it's important to provide employees with the training they need to stay current. Too often, however, the training employees receive isn't effective in teaching them new skills. Instead, employees leave with an overload of extra information that they'll never use. **Here's how to select the proper training program for your employees:**

- Decide if training is the answer. Many times when managers see poor results, they think the solution is more training. While this may be the case, the problem in performance could also be the result of something else. If so, more training isn't likely to solve the problem.
- Hire training specialists to do the job. Experts in the subject matter are often not enough. You need people who are skilled in teaching employees what they need to know without bogging them down with additional information. The presentation should be both interesting and interactive for participants.
- Provide a knowledge base. In addition to practical instruction, the training should teach basic concepts and skills that can be applied to a variety of situations. Employees can then adapt what they've learned to the new situations that they haven't been trained to handle.
- Communicate learning objectives. Before employees go to any training sessions, they should know what they're expected to learn from them. These objectives should emphasize the specific skills to be learned and the desired outcome of the course rather than merely the topics to be covered.
- Give additional support. Training doesn't have to be done in the classroom to be effective. Sometimes it may be smarter to give on-the-job training as the need arises. Consider supplying employees with computer tutorials, online support, or special handbooks for handling the various situations they may encounter.



Improve Your Sales Advantage

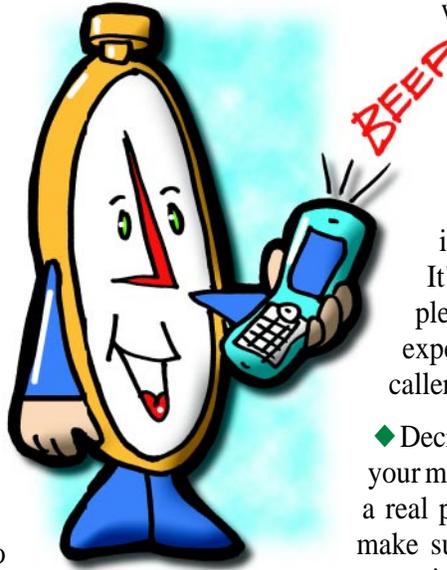
The following are tips for improving your sales skills:

- ❖ Be knowledgeable about the product's past. Make sure you know both the positive and negative perceptions and experiences people have had with your company and its products. Be prepared to handle their objections.
- ❖ Sell with the competition in mind. Point out the special features of your product that make it superlative to the other products or alternatives on the market.
- ❖ Ask smart questions. Asking questions can help you learn more about your prospects, as well as demonstrate your sincere interest and your credibility to them.
- ❖ Get to know your customers. Look for the goals that motivate them both personally and professionally. Aim to serve as many of their needs as possible.

To-the-Point Voice Mail Can Keep You Connected

Voice mail provides great advantages, including speed, productivity, freedom and the convenience of 24-hour availability – if both the caller and recipient use this technology courteously and efficiently. **The following are suggestions for using voice mail to your advantage:**

- ◆ Record brief, current and informative greetings. When recording a greeting, be sure to include your name, the day of the week and date, when you expect to be able to return calls, and the name and number of another person who can be of assistance in your absence. You might also want to include another number at which you can be reached.
- ◆ Keep instructions concise, and use the “if-then” order. Try not to overload the caller with more than four choices on any one menu. When giving instructions or options, state the option followed by the number to press – not the reverse. For example: “If you want information on widgets, press four.”
- ◆ Print business cards with your extension number. Offer your callers the option of immediately dialing your extension.



This option creates a friendly, receptive image, which is particularly important if you want your internal or external customers to feel welcome to reach you easily.

- ◆ Learn to transfer messages to other mailboxes. When forwarding messages to others, preface the message so that the recipient knows why he or she received the voice mail.
- ◆ Make sure others know when you’ve forwarded your phone to them. Tell coworkers or family members when you intend to forward your calls to their phone. It’s even more helpful to give them complete information about what calls you’re expecting, so they can be prepared to answer callers’ questions or resolve an issue.
- ◆ Decide the best place to leave your message. Is your message more appropriate for voice mail or a real person? Ask yourself these questions to make sure you select the correct option: How urgent is the message? How complex are the details? Will the complex message need to be passed on to others by the receiving party? Is the message negative, and will the tone of voice matter in its delivery?

- ◆ Be aware of topics that may be inappropriate for voice mail. Negative messages and reprimands can sound cold and harsh on voice mail. When speaking with people “live,” you can soften such messages with your tone, the next statement and a friendly response to other questions.
- ◆ Leave your name at the beginning and end of the message if it’s unfamiliar to the other person. When people pick up their voice mail, they’re often caught off guard by an unfamiliar name and number, particularly when said quickly. At this point in listening to the message, it’s not yet clear if they’ll want or need to return the call. To make getting a response easier, repeat your name and number at the beginning and end of your message.

Voice mail has made our lives increasingly more productive. Used properly, voice mail can help reduce the physical effort and cost of paper, postage and travel.

Improve Your Response Rate

The way you leave a voice-mail message can affect whether or not someone calls you back. **To increase the odds that people will return your calls:**

- ▲ Explain the reason for the call. People are more likely to call you back if they know why you’re calling.
- ▲ Specify contact information. Spell out your name, so the person will know how to spell it correctly from the start.
- ▲ Give details. When people know the exact information you want, they can then leave you an answer if they happen to get your voice mail.
- ▲ Be brief. Try to make your message less than a minute long out of respect for the person’s time.
- ▲ Speak clearly. Talk somewhat slower than you usually do. Be sure to enunciate your words.



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TIMESAVERS

When to Procrastinate

Believe it or not, there are times when you should actually put off doing a job. In some situations, the wisest thing to do is to wait until later to begin or complete a task. **The following are situations that may merit procrastination:**

- ◆ Higher priority items – Always set aside lower-priority work when something more significant or urgent comes up.
- ◆ Fatigue – Save difficult tasks requiring concentration or extreme accuracy for a time when you'll be more alert and motivated.
- ◆ Minimal time – When you only have a few minutes to work, it's often better to do a quick low-priority task rather than what's on the top of your "to do" list.
- ◆ Inadequate information – Give yourself more time to obtain the information and input you need to make a good decision or to accomplish an important task.
- ◆ Trivial tasks – If a low-priority item remains on your list for an extended period of time, you probably don't need to do it at all.

Regain Your Composure

Too often people's minds are consumed with worries over what they have to do next. They rush from task to task anxious and overwhelmed. By contrast, people who maintain a composed state of mind approach the tasks before them with concentrated effort that produces better results.

To maintain composure and meet the demands of your day:

- Focus on doing one task at a time. Trying to do two or more activities at the same time can make you scatter-brained.
- Practice presentmindedness. Rather than stressing over what you have yet to do, think about the present moment as you wait or work on what you're doing.
- Take breaks between tasks. Before rushing into the next item on your agenda, stop a moment to collect your thoughts and relish in your present accomplishment.
- Avoid reacting to beeps and rings. When the telephone rings or your beeper goes off, allow yourself to pause before answering or responding to it.
- Walk at a comfortable pace. Instead of charging down the hall or rushing to your vehicle, calm yourself and observe what's around you for a minute or two.
- Arrive early. Plan to arrive at your next meeting or appointment a little early, so you'll have a chance to quiet your mind and prepare what you want to say.



"Each morning when I open my eyes I say to myself: I, not events, have the power to make me happy or unhappy today. I can choose which it shall be. Yesterday is dead, tomorrow hasn't arrived yet. I have just one day, today, and I'm going to be happy in it."

– Groucho Marx