



Tyme Management™

Gain Control of Your Life

Is your life out of control? Do you long to be in control of your time, your work, your home and your personal life?

For some people, these longings may be stressful. But, it doesn't have to be this way.

Consider these small adjustments you can make to gain control of your life:

- ◆ Keep a list of your priorities with you at all times. Refer to your list each time you must make a major decision.
- ◆ Focus on one major goal or task at a time.
- ◆ Review your routines. Change routines that aren't effective.
- ◆ Take care of surprise tasks, that are important, when they occur.
- ◆ Leave your past behind. Move on to new challenges and pursuits.
- ◆ File items correctly the first time.
- ◆ Throw away items that aren't of value to you now.
- ◆ Let accomplishments speak for your efforts. Avoid trying to look busy at all times. Sometimes, deep thinking is your most productive activity.
- ◆ Realize you won't achieve all of your goals every day.

Manage Your Time With Wisdom

Anyone can attempt to manage time but those who are successful devote themselves to learning and practicing time management techniques every day. Once time habits are set, wisdom can be applied in future situations.

As a person progresses from day to day, patterns and routines become observable and clear. The most important pattern is that you cannot save time, you must instead spend it wisely every minute of every day.

A successful time management system begins with a life mission. Write it out so you'll know why you're where you are and what you long to do.

Next, write out your goals for each of the six areas of your life. **Remember to include one goal for each area:**

- ▲ Family and Home
- ▲ Mental and Educational
- ▲ Spiritual and Ethical
- ▲ Social and Cultural
- ▲ Financial and Career
- ▲ Physical and Health

After you've determined your life's mission and goals for the future, **apply the following suggestions:**

- ▲ Divide goals between those you need to

reach and those you want to reach.

- ▲ Assign high priority to "need" goals and less priority to "want" goals.

- ▲ Create steps to help you reach your goals. Label these steps as 1) urgent and important, 2) not urgent but important, 3) urgent but not important, and 4) not urgent nor important.

- ▲ Realize that category 2 steps impact your life most positively.

- ▲ Schedule your tasks for each day, week, month and year.

- ▲ Include at least one activity each day that pushes you a little closer to reaching your goals.

- ▲ Show and tell loved ones and friends that you love and value them daily.

- ▲ Avoid tasks and people that deter you from your goals.

- ▲ Live as if today is the last day of your life. Wouldn't you live to the fullest if you knew today were your last day?

- ▲ Learn from past mistakes and then forget about them.

- ▲ Always strive to improve yourself.

- ▲ Look to the future but remember to live in the present.

- ▲ Have fun! Life moves along better when you have a smile on your face.



Lead Worthwhile Meetings to Produce Results

A badly run meeting is not only a waste of time and money but it may also prevent you from accomplishing worthwhile goals for the day.

To avoid wasting time in meetings, consider these tips:

- ▲ Call a meeting only if necessary.
- ▲ Keep a meeting's objective in mind at all times.
- ▲ Invite people with diverse opinions so you can hear thoughts from both sides of an issue.
- ▲ Distribute a memo detailing a meeting's subject at least one day prior to the actual meeting so that attendees can be prepared.
- ▲ Provide food only for longer, or more formal, meetings.
- ▲ Develop and write out a tightly focused agenda. Use the agenda to refer



conversation back to the subject when the meeting goes off-track.

- ▲ Ask all attendees to prepare for the meeting ahead of time. Request that each attendee bring at least one suggestion to share.
- ▲ Open meetings with an interesting and startling fact about your organization.

- ▲ Use visual aids whenever possible. Computer projection screens, slide shows, charts and handouts are excellent tools.
- ▲ Set a time limit for the meeting and hold yourself to this time frame.
- ▲ Start promptly at the scheduled time.
- ▲ Discuss one subject at a time.
- ▲ Be flexible. Adapt to the needs of the moment if your subject for the meeting is too broad or too focused.
- ▲ Listen to each attendee's opinion on each issue.
- ▲ After the meeting, evaluate its effectiveness. Determine whether the meeting's goals were achieved, how the next meeting can be improved and what can be done to avoid meeting on this subject again.

Seek Out Win-Win Trading Situations

Virtually anything your organization pays for can be traded for as well. All you have to do is find another organization which is willing to trade their product or service for yours.

Remember these hints to promote effective win-win trading situations:

- ◆ Evaluate every product or service you buy as an opportunity to trade with another organization.
- ◆ Know your product or service's value and the value of what you want from the other organization. Otherwise, you might turn down an advantageous trade opportunity.
- ◆ Establish trading relationships only with another organization's owner or sales manager.
- ◆ Keep an exact record of trading arrangements so you can monitor the value you're receiving.

How Can An Assistant Help You Out?

If you've ever wanted to be in two places at once, you could probably benefit from hiring a qualified assistant. What can assistants do?

Take a look at these possibilities:

- ❖ Complete administrative details.
- ❖ Maintain efficient office procedures for all employees.
- ❖ Implement policies and procedures set by you.
- ❖ Establish good working relationships with coworkers, customers, clients and suppliers.
- ❖ Schedule your appointments and maintain your calendar.
- ❖ Receive or assist visitors and callers.
- ❖ Arrange your travel itineraries and coordinate lodging and appointments.
- ❖ Keep the office running normally in your absence.
- ❖ Develop ideas into reports and letters.
- ❖ Sort, read and annotate incoming mail and reports.
- ❖ Research and compile information to



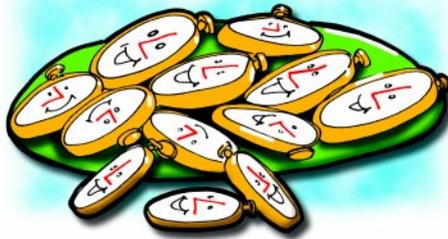
help prepare you for meetings, projects and reports.

- ❖ Maintain filing, record management and other office flow procedures.
- ❖ Arrange and coordinate conferences and meetings in your office complex.
- ❖ Supervise hiring, purchasing of supplies and equipment, and maintaining of budget, expense, financial and confidential records.
- ❖ Update organizational procedures manual.

Improve Your Work Habits and Gain More Time

Many people want to improve their work habits and save time so they can accomplish more and reach greater success in their lives. To do this, people must increase personal productivity. **Consider these suggestions:**

- Know the dangers of procrastination. People procrastinate for many reasons:
 - The task may be unpleasant or overwhelming.
 - The person may fear becoming successful.
 - The task may not offer rewards the person deems meaningful.
 - The person may desire to rebel against those in control.
- But, they can deal with the temptation to procrastinate in simple ways:
- Compare completing the task to procrastinating on it.
 - Create momentum.
 - Break it into smaller parts.
 - Strive for completion instead of perfection.
 - Reward yourself for all the steps you take on a task.
- Say “No” to workaholicism. Your family and friends enjoy your company. Spend some time with them.
 - Appreciate the high value of time. Everyone is given 24 hours each day. Some invest it richly. Others piddle their way into time poverty.
 - Place high value on cleanliness and orderliness. Those who work most efficiently tend to maintain clean work areas and orderly processes.
 - Convince yourself that you’re self-employed. If you owned the organiza-



tion you’re working in, wouldn’t you work just a little harder?

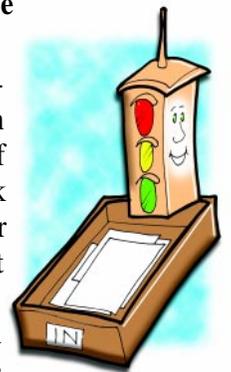
- Avoid attempting to do too much. A full plate satisfies your hunger for success but an overflowing plate only creates a mess.
- Learn the benefits of paperwork and electronic work. Each has its merits and each can help you every day if you know how to use them.
- Challenge your use of time. Keep a record of how you use your time. Strive to invest your time in activities that are most productive.
- Clarify your working objectives. If you don’t know where you want to go, you’ll never arrive anywhere.
- Include planning time every day. Do this at the end of each day for a concentrated 15 minutes.
- Live by your “to-do” list. Check off items as you complete them and carry over to tomorrow those that you’re still working on.
- Schedule your activities carefully. Allow time for unforeseen emergencies. Group similar tasks together. Write out your schedule or input it on a computer. Give yourself time limits for each task you undertake.
- Work steadily and concentrate on high-priority tasks one at a time.
- Simplify, eliminate, or delegate tasks whenever possible.

Process Papers Well

Although computers seem to have cut the amount of paper crossing desks, there’s still enough of a tidal wave of paper to overwhelm an unprepared business person. Spending time getting your paperwork under control helps you align all other aspects of your working plan. But, getting paperwork under control can consume a lot of time.

To control your paperwork in the most efficient amount of time, consider these points:

- ◆ Take the afternoon off, with permission of course. Pack up all of your paperwork that you need quiet, concentrated time to peruse. Then, read and take action on your paperwork in the peace and tranquility of your home.
- ◆ Work in taxicabs or whenever others drive. Carry a briefcase with you wherever you go and utilize those minutes, when you’re just sitting still and doing nothing, by doing paperwork.
- ◆ Ask for background information in writing before meetings. You waste precious time jotting notes while listening to someone lay the groundwork for their idea. Use meetings to discuss ideas after reviewing them in writing first.
- ◆ Empty your “in-basket” regularly. Strive to have an empty basket at least twice a day but make it a rule to have an empty basket when you leave at the end of the work day.
- ◆ Remember to update your “to-do” list at the end of each day. This way, you’ll know where to begin the next day.



Good time management skills help you reach career success. Employers value good work habits, including time management skills, just as much as intelligence, personality and determination when deciding who is hired or advanced. Time management also helps your personal life.

Include Time For Your Loved Ones

Many people complain of no time to complete work tasks. But, there's another area of life that seems to suffer even more. It's your time spent with loved ones and family.

In a survey of working Americans, about 80 percent desired to spend more time with their family and friends.

To help meet this goal, consider these ways of spending time with your family without losing time from your job:

- ◆ Place top priority on your family. Time spent with them won't wait until "later." You never know what tomorrow may bring. Cherish those you love today.
- ◆ "Date" your spouse, children and friends. If you were single and had a date scheduled with someone, you'd do all you could to make it to the date on time. Schedule time with your family and friends in the same way.
- ◆ Improve your mental outlook. Time spent in enjoyable pursuits with friends or loved ones helps to reinvigorate your mind. Those who lack this time tend to stagnate in their job and home life.
- ◆ Enjoy simple times together. Too many people think that time spent doing things, such as going to amusement parks, provide better family time than just staying around your home. This is often not the case. Time spent conversing while cleaning the house can be more fun and special.
- ◆ Look to the future. Hardly anyone nearing the golden years of their life wishes they had been able to work more in their younger years. Most people wish they had spent more time with loved ones.

Save Time With Home Efficiency

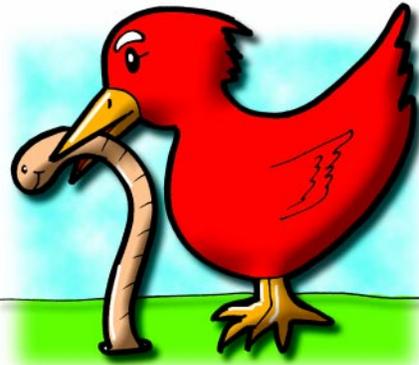
Do you wish you had more time to finish tasks that must be done on a daily basis? Does preparing yourself for work in the morning cost you too much time? If so, you're part of about 70 percent of the United States' population who have the same desires.

To speed up your preparation time in the morning and find time for all the other items you need to do around the house, **consider these tips:**

- ▲ Do things immediately. Make your bed as soon as you get out of it. Wash dishes as soon as everyone's done.
- ▲ Fill your gas tank each time you get gas.
- ▲ Make a list of everything you must do each day. Check off items as you complete them. When all are checked, you have free time.
- ▲ Take a walk first thing in the morning so you can clearly think about your day and get some exercise at the same time.
- ▲ Outline the chores family members must complete each day. Allow each person to decide when they'll complete their tasks but require that all tasks be completed each day.
- ▲ Accomplish more than one thing at a time. If you must shop, garden, or wash dishes, enlist another family member or friend to do the task with you so you can share quality time as well.
- ▲ Write due dates on the envelopes of your bills. Periodically glance at these and pay those near their due dates.
- ▲ Cut down your TV viewing. Limit yourself to one hour each day.
- ▲ Call stores before visiting them. Ask for availability and pricing. Then go to the store that offers the best value and

that has the items you need.

- ▲ Get up an hour earlier. After all, "the early bird catches the worm."
- ▲ Make chores a game. Time how long it takes you to complete a chore and strive to set a new "record" each time.
- ▲ Write in your personal appointments on your planner just as you write in your business appointments.
- ▲ Brush your teeth and shave in the shower to save time.
- ▲ Have your paycheck directly deposited to avoid bank lines.
- ▲ Post notes throughout your house as reminders of what needs doing.
- ▲ Keep your coffeemaker in your bedroom. The aroma will help get you out of bed more quickly.
- ▲ Require the whole family eat together at one meal each day.
- ▲ Spend at least 30 minutes on chores each weekday evening so you'll have free time on weekends.



Build Seniority Now

Many employees tend to hold onto their jobs, without demanding more pay. Many remember the massive layoffs of years past and want to build seniority where they are now. Many families can now live in their communities longer and become more involved and comfortable. Spending time with family is a priority but can be juggled with being employed as well.



Gain Back Control Over Your Schedule

Effective people schedule activities each day and focus on balancing all areas of their life. They remember that successful people lead whole lives that include their home, education, spiritual state, social and cultural heritage, finances, career and physical health.

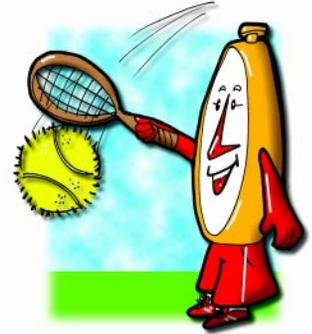
To include all areas in your planning, remember these tips:

- ◆ Think about your daily, weekly, yearly and lifelong goals. Know what you want to accomplish.
- ◆ Prioritize those things that mean the most to you. Try to include one item from every area of life.
- ◆ Concentrate on your top priority goals. Focus on one goal at a time and you'll build momentum to achieve them all.
- ◆ Rest occasionally. Shooting for goals constantly will lead to unhappiness, boredom, stress and a lost zest for life.
- ◆ Think like an effective person. Just as believing you're organized helps prompt you to become organized, thinking effectively prompts you to become effective.
- ◆ Delegate what you can't do. This means coworkers help you at work and family members and friends help you at home.
- ◆ Develop good habits. Get into routines that make you effective.
- ◆ List your goals, and the steps to achieve them. Check off accomplishments. This list will prompt you onward and inspire you with your past successes.
- ◆ Plan tomorrow today. Practice this every day.
- ◆ Review, evaluate and change your priorities and goals as you age, mature and add new people and things to your life.

Take Time To Relax and Play

Are you feeling harried and overworked? Do you lack time to spend on personal enjoyment? If so, you may need to take a break! Often, overworked people, who can't find time to enjoy recreation along with work, experience burnout and lose the flame that once fueled their determination and flair. **To find out if you include enough recreation time in your schedule, answer the following yes/no questions:**

- Do you take a vacation each year?
- Do you relax during time off?
- Do you and your spouse spend leisure time in similar ways?
- When you desire to spend time alone, do you avoid having feelings of guilt?
- Do you spend adequate leisure time with your friends and family?
- Can you fully relax away from work and take your mind completely off work concerns?
- Do you schedule at least 15 minutes of leisure time each day?
- Is leisure time with your spouse your top priority?
- Does leisure hold as much importance as other scheduled appointments?
- Are you okay with allowing your spouse to have leisure time alone?
- Do you think "wasting time" should be done with friends and family?
- Do you, or will you, respect your children's need for leisure activities?



If you answered three or more questions with a "No," you probably need to place more importance upon establishing regular leisure times in your life. Discuss your results with your family and friends and see what they think about you and leisure time. If everyone agrees that you need more leisure time, begin to place more emphasis upon this area.

Take a Time Out From Your Career

Just as your trash may be another person's treasure, one person's leisure activities may be another person's work.

For instance, some people collect stamps but a postal worker would probably consider that too much of a reminder of work. Others bake desserts but those employed in food service may see that as work.

Leisure time is an adjustable pursuit. Basically, any activity qualifies as a leisure activity if you're doing something you enjoy and you're doing it because you want to, not because you have to.

Some leisure activities you might pursue include...

- ▲ Sewing, crocheting, or knitting.
- ▲ Reading magazines, books, newsletters, or other material.
- ▲ Lying down, closing your eyes and just letting your mind rest.
- ▲ Bathing in fragrant oils or bubbles.
- ▲ Connecting with others through both conversations and shared activities.
- ▲ Learning how to do new things.
- ▲ Exercising.
- ▲ Enjoying nature.
- ▲ Talking to friends or relatives you rarely hear from or see.



SUCCESSFUL SALES

Sales Team: Use Your Time Successfully to Sell

Salespersons are always seeking the slight edge that will push their sales above average. You can find that edge without looking very far. This edge which great salespeople have discovered is recognizing the value of each second of each day. It's that simple.

Take a look at the clock in your work area. It has 60 marks going around its face that indicate a second, a minute, or an hour has passed depending on which hand you gaze upon. Each of these marks is of immense value to salespeople. If you make them work for you each tick can be a melodious tune. If you don't they may sound like the battle drums of an enemy army.

What can you, as a salesperson, do to make time work for you? **Utilize each moment by doing the following:**

- ❖ Set reasonable, but challenging sales goals. Reward yourself for your achievements.
- ❖ Always speak to people who have the authority to say "Yes." You waste your time to talking to people other than decision-makers.
- ❖ Get to know prospects and clients. The closer your relationship is to each prospect, the more likely you'll enter into a sales relationship.

"Obstacles are those frightful things you see when you take your eyes off your goals."
– Author Unknown



- ❖ Entertain clients and prospects. Organizations who invite longtime clients and larger prospects to picnics and other activities tend to leave positive impressions with their clients and prospects.
- ❖ Spend sales "downtimes" reading about your market, your industry, your clients and prospects, winning sales techniques and personal improvement.
- ❖ Delegate paperwork to other employees who don't have sales quotas to meet.
- ❖ Eliminate personal calls during top sales hours.
- ❖ Hold sales meetings over meals. Business breakfasts work well and often won't interrupt your day.
- ❖ Allocate no more than one hour a day to filing, cleaning up your desk or your desktop, and completing other work that pulls you away from making sales.
- ❖ Make sales and contacts both before, during, and after "regular" business hours. Remember that not everyone works on an 8 a.m. to 5 p.m. schedule.
- ❖ Avoid delving into your coworker's business. Let them do their job and you do yours. Save personal conversations for break times.
- ❖ Forgo negative attitudes. People do business with positive people. Keep a positive outlook.
- ❖ Spend time away from work with family and friends. Do fun things that have nothing to do with your work so your mind can rest and refresh.

Helpful Travel Tips For Savvy Salespeople

- ▲ Use a good travel agent.
- ▲ Write out a travel checklist of all you need to accomplish while on your trip.
- ▲ Notify coworkers where you've filed any projects you're currently working on.
- ▲ Provide coworkers and family with your travel itinerary.
- ▲ Call to confirm departure times before going to the airport.
- ▲ Join a frequent flyer plan.
- ▲ Avoid checking luggage, if you can.
- ▲ Take a train instead of a plane if you have the time. You'll arrive much more relaxed.
- ▲ Get up within one hour of your regular wake time when you travel to another time zone.
- ▲ Enjoy your time away. Savor the quiet and solitude of your hotel room.



Matching Your Selling Steps to the Buyer's Mindset

Selling time is too short to waste butting your head against the wall – trying to present options when the buyer has no awareness of need. Instead, you'll both be happier if you can get in step. **The following tips may help match your selling activities to the buying cycle:**

Listen for Leapfrog Opportunities.

During your discussion, listen for comments from your buyers signaling that they're looking for ways to grow their business or improve their operations. Some individual buyers and leading-edge organizations sit poised waiting for the next opportunity to leapfrog over their competition with the next big idea. They never think in small incremental steps.

You'll hear comments such as: • “We're different around here.” • “You've got an idea? I'll get you to the right people.” • “We need to talk. Let me get the right players in the room.”

Listen to such signals from your buyers so you understand when they're ready to make a huge investment in your offering and leapfrog to the next level.

Listen for Plug-the-Drain Opportunities.

“Aren't all buyers interested in improving and growing themselves or their business?” Not on your life. Because sales professionals are a self-motivated group, it's hard to believe the rest of the world can remain stagnant. Nevertheless, that's often the case. Some businesses are in mature stages and don't intend to invest further to grow market share or expand. Their goal is to make their profit and loss statements look good and sell quickly. Other businesses and other consumers have any number of reasons to maintain the status quo. Their focus is to plug the drain on current problems.

Listen for phrases such as: • “Let's get real.” • “One thing at a time. Let's get this approved first.” • “First things first.” • “How much does it cost?” • “Where's the break-even on the investment?” • “What's the guarantee?”

Take your cue and follow their lead. They can think of only one leaking drain at a time. Focus on the first drain before you try to get them to re-plumb the whole building.

Listen for Keep-Me-Informed Opportunities.

Listen for buyers who tell you they're satisfied with the current situation – but not convincingly. Change takes effort, and buyers tend to take the path of least resistance. They may say they're “happy with our current supplier,” but they may actually mean, “My boss likes them, but I don't think they do a good job. And when I have enough time to fight the political battle, I'm going to do something about it.”

Listen for comments such: • “We always like to keep up-to-date.” • “I wish I could make a change, but my hands are tied. I may be in a better position to do something later.”

Of course, these phrases sound like the typical “Don't call

me, I'll call you” put-offs from a buyer who just doesn't know how to be direct. It'll be up to you to read between the lines with other information you've collected on the account, in the industry, and from competitor situations.

Avoid Presenting Solutions Too Quickly.

First, lead your buyers to clarify the cost of problems or the value of growth or improvements. Examples: “In what way does this affect how your drivers get the deliveries to your customers?” “How does this slow down your invoicing process?” “Would a product like this make your life easier?”

Buyers need to feel the pain before they're motivated to invest the time, energy, and money necessary for improvement.

Make Sure Conversations Benefit the Buyer.

Picture yourself in your workplace all day long, being approached by callers or visitors who have only one interest – “What can you do for me today?” That's the experience of many of your own buyers. No wonder they resist taking “just one more call” from someone they perceive to be selling them something.

So take a different approach from your competitors. Approach the buyer to give them something – an interesting new angle on handling an industry problem, an intriguing insight from an expert, new research, a new set of guidelines for judging a process, a job aid or reference tool, or personal concern and well wishes.

When you plan your calls and appointments, consider adding to your sales objective: What can I leave with them of value?

Never Make Buyers Feel Interrogated.

Avoid run-on questions – multiples that buyers can't answer or that make them feel as though they're being cross-examined. With a sensitive question particularly, explain why you're asking it with a lead-in that lets them know the benefit of having an answer.

Not: “Do you know what percentages of your files in this department are never referred to again?”

But: “Most document managers report that 85 percent of their documents are never referenced again once filed. If we could identify those unnecessary files, that would represent a huge savings of floor space. What's your estimate on the percentage of such files in this department?”

The key point to remember is that phrasing makes a huge difference in reception. Matching your selling approach to the listener is vital.



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TIMESAVERS

Avoid Waiting in Lines When Possible

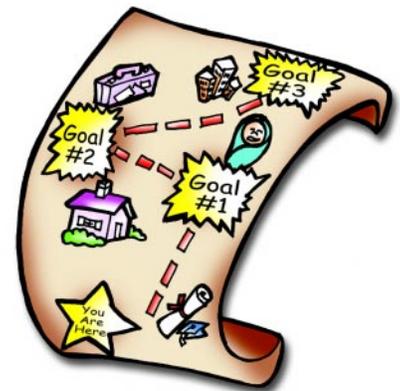
Waiting in line is not only a bore, it's also a waste of time. To improve your time management, it's important to schedule your time so that you won't have to wait in long lines. **Here are several suggestions:**

- ▲ Spend more money to save time. Pay a neighborhood teen to mow your lawn or to pick up your dry cleaning for you. Use a car repair shop that will pick up and deliver your vehicle.
- ▲ Use automated teller machines when you need cash. These machines can offer a time-efficient means of avoiding lines at the bank. However, be aware of any special charges you may incur.
- ▲ Pay bills online. Many banks and other companies offer online bill-paying. This helps you avoid the time of preparing and mailing a bill or standing in lines to pay them.
- ▲ Avoid peak hours. Grocery shop on Monday, take your vacation in the fall, or workout in the middle of the afternoon if possible.
- ▲ Utilize room service for breakfast when on the road. This will help you avoid morning crowds.

Determine Your Blueprint for Success

With the new year just days away, it's important that you begin making plans to make the next 12 months successful for you. **Here is a blueprint for using your time effectively in the new year:**

- ❖ Take a look at the new year as a whole. Plan your desired accomplishments for each month. Then, plan the steps you must take each week. Remember to include the highest priority goal you'd like to reach in the new year along with action steps to achieve it.
- ❖ Devise the general plan to show where you must commit your time in the new year to reach your goals. Determine ahead of time what weeks or days will be your busiest and plan ahead to ease your stress level.
- ❖ Plan activities for every day that will help you move one step closer to your desired goals. Place importance on meeting your planned daily goals because your monthly and annual goals



will be achieved when you focus on reaching your daily goals. Be sure to keep the big picture in mind, but focus on the "little steps" it takes to reach the ultimate goal.

- ❖ Review your progress often. Set aside time each month to review how you're progressing toward achieving your long-term goals. Check to make sure you're staying on task and progressing at the rate you anticipated. Correct any problems you foresee and direct your efforts around any obstacles.

How to Get a Quick Response

If you need a quick response to an E-mail, keep your message brief. Shorter messages often produce quicker replies. This may be because a short message fits on the recipient's screen more easily and prevents scrolling back and forth on the screen.

