



# Tyme Management™

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## Do it NOW and Reap the Benefits

When asked for the most valued quality of a prized employee, many managers state that it's the employee's "Do It Now" attitude. Employees with this type of attitude recognize needs and take appropriate action without waiting to be told to do so.

**To incorporate a "Do It Now" attitude into your routine, take action promptly and reap these benefits:**

- ◆ Respect from your peers. Since you get work done immediately, others see that you don't waste time and that you get things done.
- ◆ Peace of mind. You take action and accomplish tasks in their order of priority. Pressure and frustration, from having others breathing down your neck, no longer bother you.
- ◆ Improved creativity. You take moments to think creatively and produce more.
- ◆ Precision timing. You perfect your timing so well that you seldom miss anything important due to tardiness.
- ◆ Desirability. Your skills become greatly sought after as others associate with you for their own benefit.

## Improve Your Time Control

**T**ime-control habits have been formed and reinforced throughout your life. They're firmly entrenched in your behavioral patterns and branded in your memory. Positive time habits are important to your success in life. They can be great time savers and help you react almost automatically to specific situations. Without well-established time habits, you could become overwhelmed by relatively unimportant matters and neglect matters of great importance. What are your time-control habits like?

**Check any of the following questions that apply to you and find out how you control your time:**

- ▲ Have you ever felt pressured by a long list of things to do?
- ▲ Have you ever spent an hour talking about a project, only to discover you were talking to the wrong person?
- ▲ Have you lost prospects because your schedule forced you to rush through a 30-minute presentation in 10 minutes?
- ▲ Have you ever driven around a city looking frantically for an address you didn't bother to locate on a map?
- ▲ Have you ever discovered, in the middle of a meeting, that you left crucial information on your office desk?

If you checked one or more of the above questions, you should examine your time-control habits and make changes where necessary. While old habits won't disappear with the snap of your fingers, new



time behaviors can be consciously planned, deliberately practiced and positively reinforced until they eventually replace your old habits.

**Modify your habits with these tips:**

- ▲ Concentrate on your present time habits. Think of those situations in which you wish you had acted differently. Decide how you want to act in these situations in the future and write it down as one of your goals.
- ▲ Write out the benefits you expect to experience from reaching this goal. Review these benefits daily.
- ▲ List obstacles that may block your progress. Propose solutions and alternatives that can get you around them.
- ▲ Positively reinforce your new habits and attitudes by telling yourself what a better and more productive person you've become.
- ▲ Praise or reward yourself each time an old stagnant habit is replaced by a fresh vibrant habit.

## Leave the Office Behind

Do you work long hours at the office and rarely see your family or friends? If so, then you might be a workaholic and may be suffering the consequences – problems with your marriage, children, or friendships. If work is coming between you and your personal life, put time on your side and choose to leave the office behind.

### Here are some suggestions:

- ❖ Schedule time every day to spend with your family and friends. You will find you will return to work refreshed and able to work better.
- ❖ Realize that by spending too much time at work you're less likely to use good judgment, which could possibly lead to poor decisions.
- ❖ Set a limit for your workday. Tell yourself you will stay until a specific time and then leave.
- ❖ Accept that some jobs can wait another day. Every item that crosses your desk in one day doesn't have to be completed that very day. Doing the job the next morning, when you're rested and more efficient, will most likely produce better results.
- ❖ To help you feel more comfortable about leaving work, move unfinished jobs to your next day's priorities before you leave. This will assure that you will not forget what needs to be done tomorrow.
- ❖ Take periodic weekend getaways with your family or by yourself. Getting away for a couple of days can renew your spirit and help you return rested and ready to produce better results.
- ❖ Always schedule time to relax and wind down after a long day at the office. Spend time alone, exercise, or listen to soothing music. Avoid unloading frustrations on the first person you see when you walk through your front door.

## Good Health Promotes Good Time Management Skills

**D**o you know what the most important goal of any good time manager should be? Of course! It's good health! Without good health, trying to manage your time effectively is near impossible. Frequent illnesses, extreme fatigue, and lack of energy will deplete you of the necessary motivation to establish and stick with any type of time management system.

Good health—eating sensibly, exercising regularly, and generally taking care of your body—is the simplest, most natural way to help you manage your time more effectively. Good health fills you with the energy, strength, and determination to use your time wisely and to put in a good day's work while still enjoying a happy personal life.

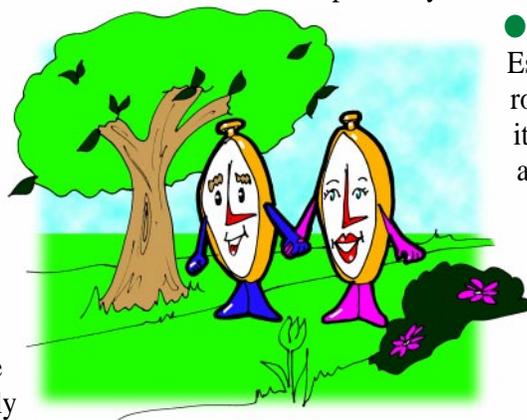
Before you look at any type of time management system, first look at your health. Are you taking good care of your body? Do you exercise regularly? Do you get plenty of sleep each night? By scheduling time to take care of your body, you will be able to feel better about yourself and manage your time more effectively.

### Here are several ways to take care of your body:

- Make a habit of eating breakfast every morning. Eat foods that have protein, vitamins, and calcium – a sweet roll and coffee won't do. Allow yourself enough time to eat slowly and savor your meal. Avoid eating and driving.
- Eat balanced meals. Include plenty of

vegetables, fruits and whole-grain breads in your meals. Avoid eating high-fat, high-calorie fast foods.

- If you snack between meals, try fresh fruits, vegetable sticks, air-popped popcorn, unsalted pretzels, or low-fat yogurt. Avoid "junk" foods.
- Stop smoking and drinking alcohol. Both of these activities are damaging to your body. You can damage your heart, lungs, liver, throat and other parts of your body.



- Exercise daily. Establish an exercise routine and schedule it in your time management system. Whatever you choose to do, do it regularly.

- Schedule regular checkups. Ask your doctor's advice on how to improve your health. Your doctor will be able to provide you with advice and resources on improving your health.

- Manage your stress level. Find time to get away from work. Schedule a family or solo weekend getaway.
- Get plenty of sleep—six to eight hours each night. If you suffer insomnia, take a warm bath before bedtime, listen to calming music, and make sure your bedroom is dark, quiet, and a comfortable temperature. Also, talk to your doctor about other ways to get a good night's sleep.

*"If you can imagine it, you can achieve it. If you can dream it, you can become it."*

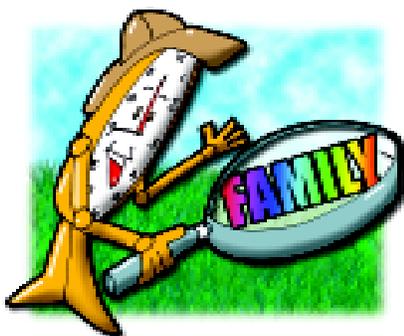
– William A. Ward

## Focus on Your Family and Home

**W**orking professionals should periodically devote their time to the challenges of home and family life, for a well-organized personal life is one of the keys to effective office performance.

**To revive your home and family life, freshen up on these suggestions:**

- ❖ Make a list of “To Do” items for your children each day. Require that these are completed before enjoyable activities like play or TV are allowed.
- ❖ Break down tasks into small and easy steps. Children may think that washing the clothes or dishes is too complicated until you give them a step-by-step guide for doing these tasks.
- ❖ Tell your family when you’re visiting a store and post a list on your family’s bulletin board for anyone to write in a requested item. Make one stop to buy what everyone needs. For those who forget to put their item on the list, tell them to either wait until your next visit to the store. If they’re older, they can buy the item themselves.
- ❖ Keep a family calendar in a central location. Ask everyone in the family



to schedule their activities here. This will let those who drive know where they need to be at certain times and prevents events from conflicting with one another.

- ❖ Maintain a filing system for mail or notes. Label folders with the names of each member of the family and ask each person to retrieve their mail or notes every day. Using a file folder also allows anyone to pick up the mail and sort it for everyone.
- ❖ Maintain a tickler file. Create a folder for each of the 12 months of the year. Place all notes, “must-do’s,” and “don’t want to miss this” items for each month into these folders. Car inspection reminders, birthday wish lists, movie openings, theater tickets and other items can be stored in their specific month and you’ll never forget important events.
- ❖ Spend each night preparing for the next day. Set out your clothes, complete any ironing, shine your shoes, set the table for breakfast, wash dishes and set up the coffee maker to brew coffee. When you wake up, all you’ll have to do is get yourself ready to start your day.

## Avoiding Unnecessary Lines

Standing in line is a stressful and dreaded activity. Lines take time – time that you’d rather spend doing something more productive. The next time you’re waiting idly for something you can buy, do, or accomplish some other time, *step out of line.*

To avoid unnecessary lines, avoid peak hours, pay bills by mail, utilize automated teller machines, pay someone to run your errands, shop by mail or phone, and call in orders ahead of time.

Then, spend the time you gain productively. Accomplish more work or enjoy leisure time with your family.



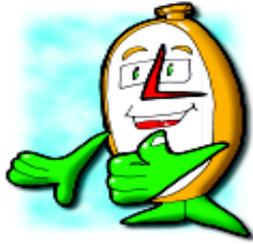
## Carry Your Time Skills Home

Success involves much more than your productivity during working hours. The same principles and habits from work should carry over to your personal and family life or you won’t find true success.

Family life is highly rewarding when all family members commit to becoming a member of the *Family Time Team*. A *Family Time Team* depends heavily upon every family member’s commitment to and contribution to a common purpose. A clear set of standards and values on time must be established based on the number of people in the family, the ages of children, the careers involved and various other factors.

**Here are several ideas to begin your own *Family Time Team*:**

- ◆ Each family member is entitled to time alone. Your family might agree that a closed door is a signal for privacy.
- ◆ No family members can make time commitments for another member or the entire family without consulting those involved. Make joint or group decisions.
- ◆ Each family member will honor the family’s general schedule. Being present at meals or family activities are two examples.
- ◆ If a problem arises and a family member isn’t going to be home or at a planned activity, they must call and let the other members know. Exercising consideration for family members isn’t taking away personal freedom.
- ◆ Allow time for each family member to develop meaningful relationships. For example, parents spend time with each child individually, husband and wife spend time without the kids, and siblings enjoy one another.



## Insure Your Time for Tomorrow

Purchasing insurance protection in case of future misfortune is a safeguard most people have made but hope they will never have to use. Unlike these types of insurance, time insurance is always used and always pays lavish dividends.

With a little ingenuity, you can buy time insurance for your future. **Here are several tips:**

- ◆ Maintain an idea file. Establish the habit of keeping ideas and bits of information on 3 x 5 cards. Then, file them away for easy recovery. If an idea comes from your reading, be sure to note the source. Record ideas from conversations with other people along with the name of the person who gave them to you. When you use one of the ideas, keep notes on whether or not they were successful and why.
- ◆ Write things down. Avoid overloading your brain. When you try to fill your brain with appointments, telephone calls you need to make and errands you need to run, you siphon off power that could be directed to more important decisions and tasks.
- ◆ Use waiting time productively. When you go to appointments, take reading materials and a highlighter or pen. If you have to wait, read and make notes of ideas that might be useful later. Spend commuting or traveling time listening to motivational tapes or books on CD.

## Save Time With Writing Skills

**W**riting reports, letters, speeches, and other correspondence is an integral part of the business world. But keeping your thoughts clear and disciplining yourself to write can be a highly stressful and time-consuming task for some people. **Here are several tips on writing with less stress:**

- Think about what you want to say and say it. Start in the body, work on the opening and ending last.
- Make an outline of what you want to express to the reader or listener. Use this outline as a guide when you're writing.
- State your point at the beginning and back up your statement with evidence, statistics and other facts. End with an action step the readers can take.
- If you ordinarily use a pen, typewriter, or computer to write, try dictating what you want written. Many times, people can say what they want written more easily than they can write it.
- Keep your writing short and to the point. Avoid writing all sentences the same length.
- Avoid using technical jargon. Keep your words simple and easy to understand. Use a dictionary and thesaurus. Avoid making the reader defensive. Stay away from phrases like, "You claimed..." "You neglected..." or "I



insist..."

- Make your writing active. Use bright adjectives and adverbs that truly say what you mean. Put your personality into your writing. Let it come naturally.
- Be a good editor. Read your writing out loud – errors will be heard more easily. Use punctuation carefully. A misplaced or missing comma can confuse or distract the reader.
- If you suffer writer's block, keep going. Try writing down random thoughts on a scratch pad. Seeing ideas on paper may trigger thoughts and make writing a sentence easier.
- If you get stuck, take a break. Take a walk, call a friend, or do stretching exercises. Then, return to your writing with a clear mind.

*"If it's to be, it's up to me."*

– Logan Pearsall

## Is Noise Hinder Your Concentration?

If you try to increase your concentration level but can't seem to succeed, you may be overlooking the main culprit. Often, offices have a high noise level yet employees rarely take this into account.

If your office is in a high traffic area, you may be bothered by conversations, ringing phones, drop-in visitors and many other difficulties. While having your office area soundproofed isn't practical, **here are other choices you can make:**

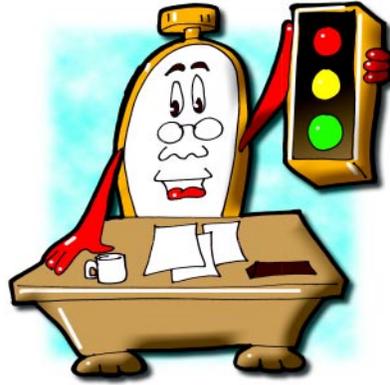
- ❖ Maintain a "closed door" policy for the majority of the day.
- ❖ Find an empty office in the building and "hide out" there when you must do concentrated work.
- ❖ Inform co-workers when you must concentrate intensely.

## Stop Interruptions Using Good Body Signals

If you've ever wondered how to gently convince a visitor to your office that it's time to leave, you're in luck. There are many ways you can use body language to indicate that you're ready for your visitor to take leave of you.

### Consider these tips:

- ▲ Keep your door closed. Most people believe that a real professional is always available to help co-workers. But, this is poor time management because you don't want your schedule wrecked by the whims of others. Have your visitors and calls screened while you complete your concentrated work.
- ▲ Make a statement indicating you're on a time schedule. Avoid saying, "What's up?" or other such remarks that beg for a social conversation. Instead, say, "Can I help you?" These are more businesslike and should help keep the interruption focused and shorter.
- ▲ Indicate verbally when the conversation is over. Say, "Thanks for coming



in. I think that covers this matter."

- ▲ Develop your own signature "stopping point" statement. Uplifting and positive statements spoken at the end of all meetings such as, "Well, onward and upward" or other similar phrases work well. Employees soon learn that, when this statement is spoken, the conversation is now complete and they should move on with other work.
- ▲ Use your body language to indicate you're ready for a closing. Do something physical such as glancing back at

the work you were completing beforehand, picking up your pen and writing something, or placing your hand on your co-worker's shoulder and leading them out the door before shaking their hand and going back into your office.

- ▲ Avoid eye contact. (Eye contact is a conversation reinforcement.) When eye contact is lost, the conversation doesn't go as well and often ends. This tip only works if you maintain good eye contact regularly because deprivation is the key.

*"Some succeed because they are destined to, but most succeed because they are determined to."*

– Henry Van Dyke

## Take the Initiative to Get Things Done

Initiative is the ability to see a need, figure out how to meet it, determine the appropriate time for taking action, and then proceed without being told. Unless you exercise initiative, you will never be able to control your time effectively.

By exercising initiative, you're able to utilize your positive talents and abilities. You can pull your own strings rather than existing as a puppet who moves only when someone else pulls the strings.

### When you develop initiative, you:

- ❖ Can control your own time.
- ❖ Answer to yourself, not others.
- ❖ Never feel compelled to make excuses for your behavior.
- ❖ Can avoid needing to justify your actions.
- ❖ Can rest assured you're doing the right



thing at the right time.

- ❖ Act before being told what to do.
- ❖ Know that you're the best you can be.

With initiative, you take greater responsibility for your actions and increase your control over your time.

### Reach Success Today

Sometimes, accomplishing the desires of your heart means not wasting your time. **Here are various ways to reach success today:**

- ◆ Begin working. Don't wait. Procrastination spoils determination.
- ◆ Have a daily working routine. This allows you to "autopilot" through much of your day.
- ◆ Decline some projects. Each project you agree to complete means another won't be done.
- ◆ Commit to important projects.
- ◆ Divide and conquer large tasks.
- ◆ Strive for correct, not perfect.
- ◆ Deal with problems now. They'll just grow larger over time.
- ◆ Set starting and ending times.
- ◆ Plan all activities.

## Spending Time To Make Sales

**H**ave you ever said you don't have enough time? That you want more hours in your day? Or, that you want to use your 24 hours in a better way?

Most people think they need more time but they really just need to better manage the time they've been given.

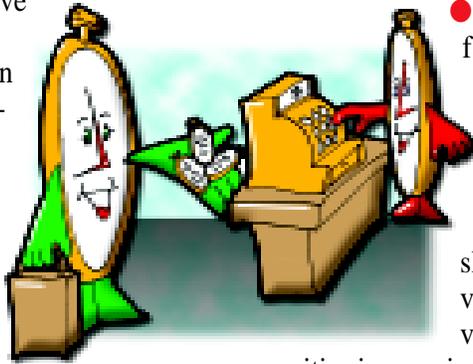
The most basic plan that could save salespeople time is to do what's important first. For salespeople, the most important goal is hearing the word "Yes" from a prospect or client. But how you spend your time before you get the answer you desire is of vital importance.

**To get to "yes" in the shortest amount of time, follow these tips:**

- Know who makes decisions. Learn the process by which your prospective organizations make decisions.
- Determine who truly makes the final decision. Often, you'll deal with someone for weeks before learning they have to check with a supervisor first. You could save time by talking di-

rectly to the decision-maker.

- Get to know the decision-makers personally. Ask them about their interests, learn what motivates them most and bring these areas into conversations. Your interest in them can trigger their interest in your product.
- Answer requests from customers promptly. Respond to prospects as soon as possible. Too many organizations have slow customer service. Offer swift service, and make a positive impression.
- Talk to everybody involved in the approval process. Many organizations use committees to make decisions. And, even the lowest-ranking person on a committee can sway votes in your favor. Get to know and respect all those involved.
- Spend down time thinking and planning creatively. Your job in sales is to find ways to be more creative, innovative and memorable than any of your organization's competitors.



## Communicating with Your Supervisor

Do you sometimes find it hard to work with your supervisor due to faulty communication? **If so, follow some of these suggestions that will allow you and your supervisor to communicate more effectively:**

- ◆ When you're not qualified or don't have time for a task, tell your supervisor you can't do it. Suggest other employees who might complete the task as well as you.
- ◆ Compliment your supervisor. Everyone expects recognition and praise from executives but rarely do employees reciprocate that back to the executives. Remember that executives are human too and enjoy hearing praise and words of encouragement.
- ◆ Gain authority when you accept a task. Make sure everyone involved knows that you're in charge and have authority to make decisions on the project you're leading.
- ◆ Listen actively and respond appropriately. Avoid coming to meetings with preconceived notions. Instead, listen to all that's said and share your opinions and thoughts on the matter at hand.
- ◆ Bring problems to your supervisor's attention along with some possible solutions. Instead of approaching your supervisor to solve all problems, bring solutions of your own and see if you might be able to implement them.
- ◆ Ask for delegated tasks. Attend meetings, write correspondence and compose reports for your supervisor. This will allow you to learn more about your organization and to make yourself visible within your organization.

## Are You Effective and Efficient?

Do you work effectively and efficiently? Doing the right things in order of highest priority makes you effective. Doing things right the first time makes you efficient. Consider the Pareto Principle: 80 percent of the results you get come from only 20 percent of the activities you complete. That means that 80 percent of the work you do each day won't produce high payoff results.

Concentrate on the 20 percent of activities that produce the results you desire. Define your high payoff activities and decide how to simplify your work day. Delegate, eliminate, or simplify low payoff tasks.

Look at your work day. What tasks should you do? What should you not do? Start working effectively and efficiently today. Focus on your high payoff activities.



## Dealing with Disruptive People in Crowds

**N**o matter how eloquent your delivery or how riveting your content, from time to time you will have to deal with disruptive audience members –those who arrive late, leave early, carry on side conversations with their teammates, or disagree wholeheartedly and loudly. **When that's the case, try these tips and techniques for crowd control:**  
**Side Conversations**

Members of your audience may talk to each other for any number of reasons. Someone arrives late and asks a colleague for an update. Perhaps the customer's technical representative wants to know where to find your diagrams in the printout. Or, someone complains to a colleague that the room is too hot or cold. If audience members' energy is flagging, they may need a break. Or, maybe the person talking disagrees with you and wants others to know it. If you can determine the reason for a side conversation, you can handle it more appropriately.

- ▲ Ignore helpful distractions. If someone is explaining something to a peer or "catching up" a late arriver and the conversation gives signs of coming to an end, try to ignore the distraction. In fact, the person engaged may be saving the larger group the distraction of a "replay" should the confused person ask you questions.
- ▲ Acknowledge the body language of those who disagree. Many side conversations erupt from disagreement left to smolder under the surface. If audience members make it a point with their body language to tell you that they disagree – such as obvious head wagging, disgusted shuffling in their seats, glancing around the room trying to catch others' eyes – they're dangerously close to exploding verbally.

If the talker wants to express an opposing view, offer the opportunity or at least acknowledge that position. For example, say, "I know that some of you have experiences and ideas to the contrary, and you'll be welcome to express those at the end of the presentation." Such comments remove the urge for naysayers to begin their comments too early to those seated nearby.

- ▲ Stroll closer to the talkers without looking at them. If you can tell that two people are simply catching up on corporate gossip or are chatting about personal issues, stroll in their direction as you speak, but without looking at them specifically. As all eyes follow your movement and your voice grows louder and louder in their ears, the talkers will soon feel all attention focused on them – a pressure tactic that usually stops such conversations.

- ▲ Call for more audience involvement. If you suspect that your talkers have lost interest in your presentation, change your game plan and call for more audience involvement. Take an opinion poll on your current point and reflect on the results. A moment for input and open discussion from everyone will generally break up the small pockets of side conversations as people tune in to see what they're missing.

### Latecomers

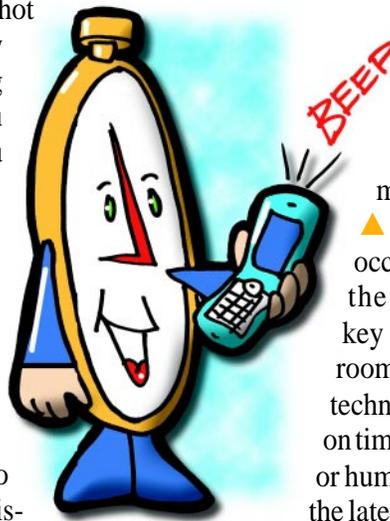
Never hold or stop your presentation to accommodate latecomers, or you'll lose the rest of your group. Always start on time, letting them ask others what they missed later.

Otherwise, you'll teach attendees that you don't mean what you say about the stop and start times. In fact, some organizations have "trained" their entire employee population not to take meeting or training class times seriously.

- ▲ Use a buffer if you must. On certain occasions, you may decide to deviate from the start-on-time rule so that a key decision-maker who is still out of the room won't miss an important point. A good technique for "having it both ways" is to begin on time but start with a buffer, such as a cartoon or humorous anecdote related to your point, so the latecomer arrives in time to hear your "real" topic opening.

- ▲ Refer to a common clock. When announcing a break, clearly state the restart time and point to the wall clock; this helps attendees remember the time better. Or, rather than giving an exact time to return and confusing everyone whose watch isn't in sync with yours, say, "Please look at your watches. We'll start again in 12 minutes."

- ▲ Remove the dropout zone. Having extra empty chairs at the back of the room for latecomers solves the distraction problem for the short term, but prolongs it for the long term. Those who arrive late at the beginning or after breaks can sit there and not walk down front, distracting everyone in the middle of your presentation. On the other hand, others may observe that latecomers are accommodated – that these extra chairs allow attendees to arrive late and leave early with minimal distraction. So, some people do just that – arrive late and take a seat in the back.



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## TIMESAVERS

### Pace Your Time Use

Millions of people become burned out or unhappy with their work because they juggle too many tasks at one time. Gradually, this juggling act causes them to lose control.

How can you prevent this from happening to you? Pace your time use. Set aside a few minutes each day to organize your time effectively. **These tips may help you:**

- ◆ Plan your time. Set deadlines for every project and make a list of tasks you need to do in order of priority. When you finish one task, cross it off your list. Review this list at the middle of your work day to see how you're doing.
- ◆ Work on one thing at a time. Focus only on the task at hand. You can complete tasks better – and faster – this way.
- ◆ Say “No” when you don't have time to help others. It's your best defense against overloading yourself. Offer to help later when you have more time.
- ◆ Take a lunch break. Eating a healthy meal and relaxing can refresh you for the rest of the day.
- ◆ Leave work at work. Let your home be a safe haven, not another busy and stressful office.

### Pursue Time Management Proficiency

**M**ost people fail to realize that they receive a prize each day that holds the potential for a million-dollar impact on their life. This prize is the 24-hour day you can spend however you choose.

Benjamin Franklin once said, “*Time is money,*” and he couldn't have been more right. Your time, which consists of 24 hours every day, can be spent and invested just as you do money. But, there's one exception: *It cannot be accumulated for later use.* Time must be used up each day and it must be used efficiently to have a positive impact.

By looking at your present rate of income, you can tangibly determine how much each working hour is worth by looking at your hourly wage. But, time also has intangible value.

When you invest time in relationships with others at work, at home, or in your social life, you're making a profitable use of time. You're spending time that will bring rewards immeasurable in dollars and cents.

Everyone is allotted the same amount of time each day but whether it's used productively or used unwisely is up to you. Effective time management ensures that you use time in a manner which



produces multiple rewards.

**Here are some of the rewards you can anticipate:**

- ▲ Eagerness to begin each day.
- ▲ Increased productivity.
- ▲ More income for your productivity.
- ▲ More enthusiasm for work and life.
- ▲ Ability to tackle a long list of items without feeling overwhelmed.
- ▲ Crises handled effectively.
- ▲ Improved organization.
- ▲ Better decision-making skills.
- ▲ Knowledge of what's coming next.
- ▲ Confidence to say “No.”
- ▲ Elimination of “hurried” feelings.
- ▲ Increased time for recreation.
- ▲ Fewer working nights, or weekends.