



Council of Residential Specialists

The Proven Path To Success



# 2014 CRS LEADERSHIP TRAINING PROGRAM

## Quick Tips to Manage Your Time

December 7, 2014

1:15-1:45 p.m. CST

Presented by John Barnes, Barnes Association Consultants



# Managing your time

- **Work–life balance: Very individual and very personal**
- **Managing your email**
- **Take a rest from your devices**
- **Meetings**





Council of Residential Specialists

The Proven Path To Success

# Managing email





# Managing email

- **Don't check your email first thing in the morning**
  - You are at your best first thing in the morning and should address your number one priority when you are at your best
  - Email is never your number one priority
  - Once you check... you're down the rabbit hole





# Managing email

- **Check email at regular intervals during the day**
  - 10, 11:30, 2, 4, and 6
  - Ten-minute intervals only
  - Then get back to work





# Managing email

- **Empty your inbox. Options when opening email from inbox:**
  - Delete, Forward, Respond
  - Move to an appointment (drag and drop)
  - Move to a Task (drag and drop) and prioritize
  - Create other folders (Pending, Action, Read Only, etc.)
  - Two-minute rule





# Managing email

- **Forget the rules**
  - Or at least go easy on them
  - Too many rules can be confusing and suck time





# Managing email

- **Use a separate account**
  - Gmail, Yahoo, etc.
  - For personal items like news alerts, alumni information, shopping, etc.
  - This will eliminate junk mail from your work email







# Managing email

- **Subject line**
  - First, always put in a subject line
  - Inform the reader what the subject is
    - “Barnes-Vukovljak meeting to discuss favorite cookies”
    - “Membership Report-Up 7%”
  - Informs the reader... and yourself





## Managing email

- When appropriate, underline the question or directive or other critical part of the email
  - Can you let me know Lana Vukovljak's favorite cookie?
  - Please send Lana Vukovljak a box of her favorite cookies
  - Lana Vukovljak ate the entire box of cookies... for lunch!





# Managing email

- **Unsubscribe... or have your assistant unsubscribe**





## Managing email

- **Come to agreements with fellow coworkers and others... and model behavior**





# Managing email

- **Please, please, please... don't do this!**
  - Don't act on an email on which you are copied
  - Don't use email to work out problems
  - Don't hit "reply all" when responding to group emails
  - Don't respond to an email just to acknowledge that you got it





Council of Residential Specialists

The Proven Path To Success

# Managing email





Council of Residential Specialists

The Proven Path To Success

# Take a rest from your devices



**CRS LEADERSHIP TRAINING 2014**



# Take a rest from your devices

- Don't check your email in the evening
- Don't check your email over the weekend
- Don't check your email on vacation







# Take a rest from your devices

## ■ Evening

- Check email as the last order of business for the day... then leave it alone
- If you have to check email in the evening, let your coworkers and others know when you will be doing this (at 8:00 p.m. after dinner for example) and then stick to it
- Don't check email before going to bed
  - You can't do anything about it... you're going to bed!
  - Can be disruptive to your sleep





# Take a rest from your devices

## ■ Weekends

- Let your fellow coworkers and others know when you will be checking email
- Saturday and Sunday morning from 9:00 a.m. to 9:30 a.m. for example
- Then stick to it





# Take a rest from your devices

## ■ Vacations

- Tell fellow coworkers and others to not send emails while you're away
- If you use your device for purposes other than work (music, etc.) turn on airplane mode
- Turn off your notifications (including Twitter, Facebook, etc.)





# Take a rest from your devices

- **Vacations**
  - Don't take your devices with you
  - Have assistant "triage" emails and alert you to messages that need your attention
  - Check emails once a day for ten minutes... then back to your vacation





Council of Residential Specialists

The Proven Path To Success

# Take a rest from your devices



**CRS LEADERSHIP TRAINING 2014**



Council of Residential Specialists

The Proven Path To Success

# Meetings





# Meetings

- **5 steps to effective meetings**

1. **Context:** Where is the meeting in the broader journey?
2. **Objective:** Overall objective and clear expectations
3. **Pre-work:** Provide reading and assignments well in advance
4. **Delivery:** Manage the meeting, including timing
5. **Follow-through:** Decisions, actions, provide notes





# Meetings

- **Inviting too many people at too many levels of management**
- **No more than 7 people at a meeting. Over 7 reduces the ability to make sound decisions**
- **Meetings longer than 90 minutes reduce quality of decision-making**







# Meetings

- **Unclear agenda frustrates attendees and wastes time**
- **Demand attention at meetings... no multitasking**
- **Don't invite colleagues to meetings just to make them feel included**





Council of Residential Specialists

The Proven Path To Success



**CRS LEADERSHIP TRAINING 2014**