



Liverpool Skills Workshop

Ruth Bass
Management Training Consultant

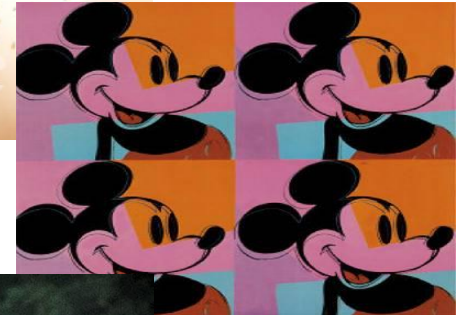


Topics Covered

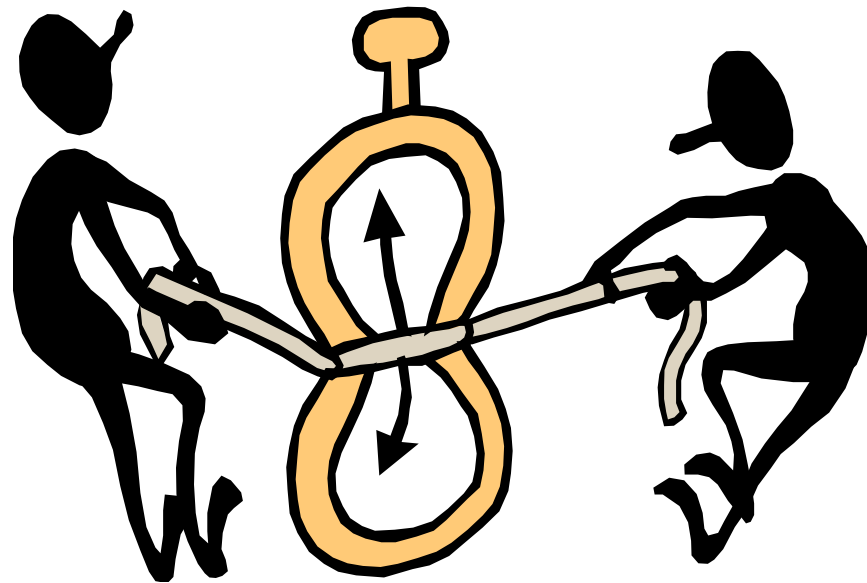
- Time Management
- Problem Solving
- Self Management
- Work Life Balance

Introductions

- Choose two cards:
- First that introduces and says something about you
- Second that reflects your views about work life balance and what it means to you.
- Imagine you are holding a lit match. In the time it takes to burn to the bottom, say your name and introduce the first card and what it says about you.



Time Management



Exercise

- Work in pairs and discuss what are your biggest challenges regarding time management
- Write on 'post its' and put on flipchart sheets around the room

How We Process Time

Through Time

Experience time from left to right

- Time is linear
- Time may seem long
- Tends to be on time
- Establish and maintain deadlines
- Live an orderly planned life
- Can't concentrate in chaos
- Work and play separate



In Time

Future in front - past behind

- In the moment
- Caught up in the NOW
- Often late
- Works to deadlines – often last minute
- Spontaneous
- Focused in chaotic conditions
- Treat work and play as the same thing



Visualising Our Time



Time Management Quadrant

Important

**Non-
Important**

Urgent	Non-Urgent
1. Crises Pressing Problems Deadline- Driven	2 Preparation Prevention Planning
3 Interruptions Some phone calls Other people's issues	4 Time Wasters Trivia/Junk Mail Escapist activity

Hints & Tips on Managing Time





Planning

- Set long term and short term goals.
- Without goals, you cannot know what to do - Without planning you cannot know when to do it
- Spend time planning your day.
- Plan to balance the urgent and the important
- Be Realistic
- Avoid Over Commitment
- Consolidate Blocks of Time
- Identify 'Prime Time' - Internal & External

The Cluttered Desk



- Clear your work area of everything except the present task
- Enlist help - File it /Bin it
- Deploy the 5 S's
 - Sort
 - Straighten
 - Sweep
 - Standardise
 - Sustain

Avoid Procrastination



- Do the difficult first
- Set deadlines
- Avoid perfectionism
- Handle task once - use 'measles' technique
- Reward yourself afterwards

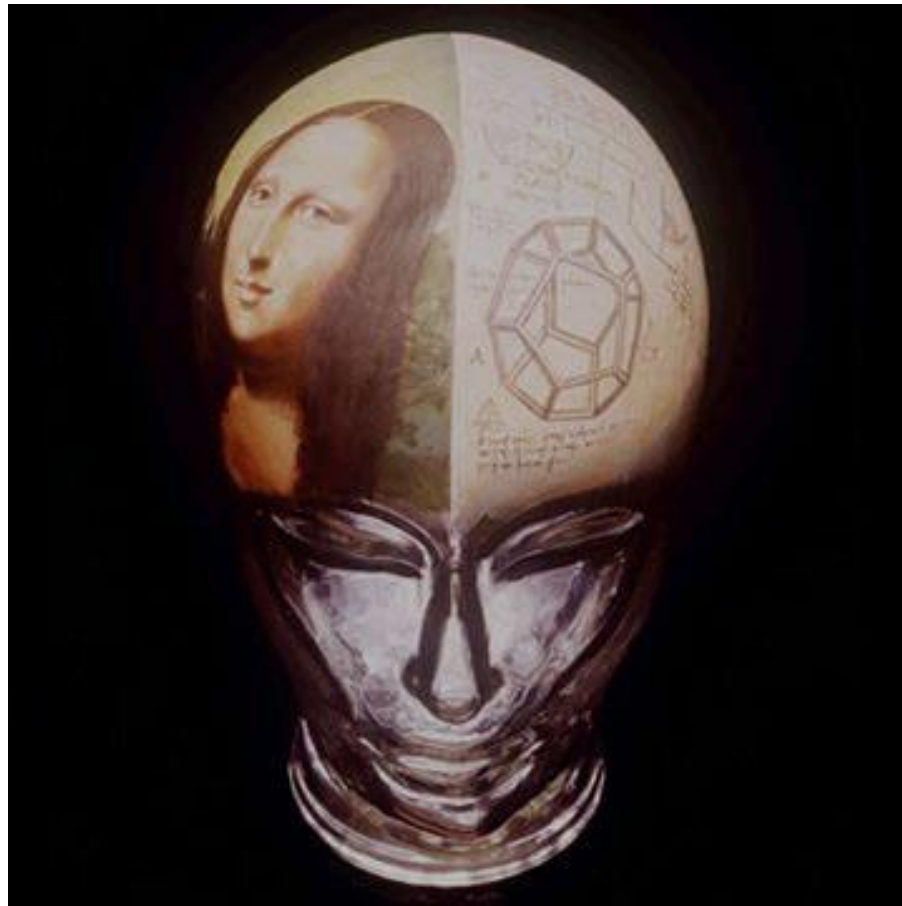


Time Management

Session Summary

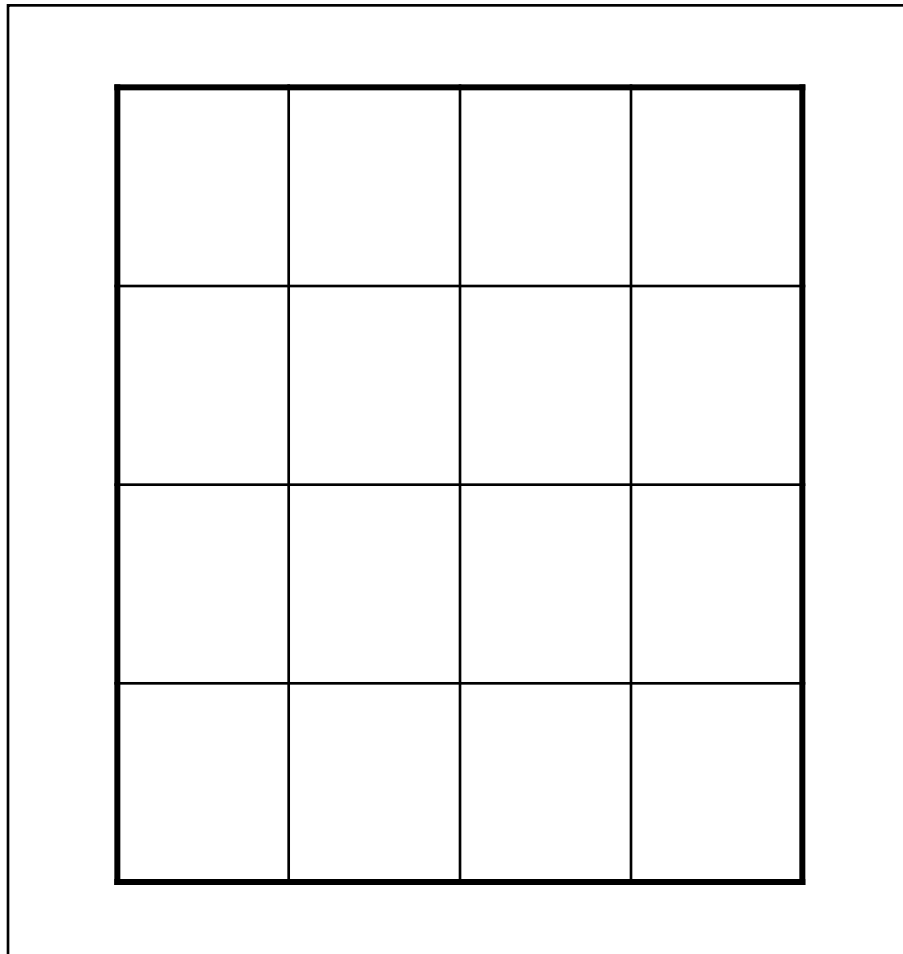
- Understand your own perception of time
- Remember the urgent V important
- Use Hints & Tips to manage time more effectively

Problem Solving



Puzzle

how many boxes are here ?



How long will this take you?



.... Can be done in a few seconds



Visual Management

Visual Management

- The right way can be clearly seen (carpark)
- Deviation is picked up immediately
- Impossible to make a mistake (eg different coloured liquids, stickers, files etc)





Group Exercise

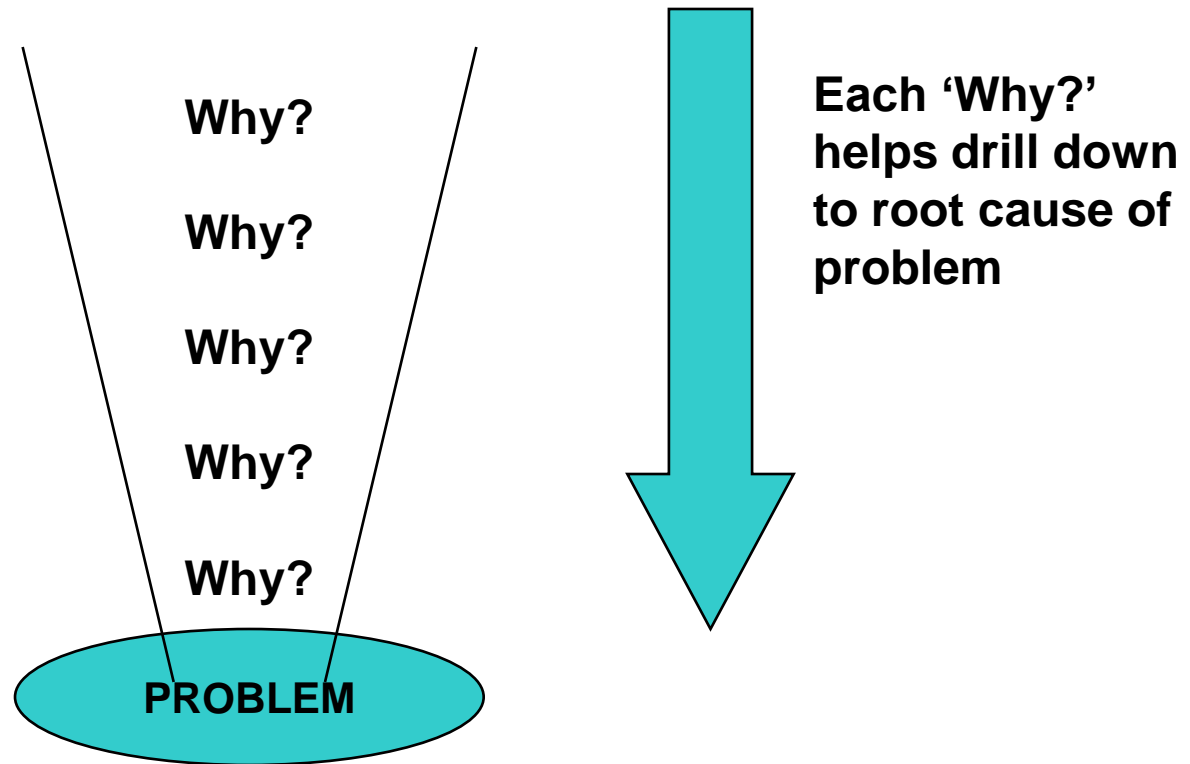
- Involves team working
- Assemble the planks as per diagram
- 3 rounds
- Planks must be stacked up in size order between each round
- In between each round few minute discussion to seek improvement
- Fastest team in round 3 wins!



Problems are different

- Many possible answers
- Often requires teamwork – different perspectives
- Various techniques can help
 - Brainstorming
 - 5 Why's
 - Fishbone / Root cause analysis

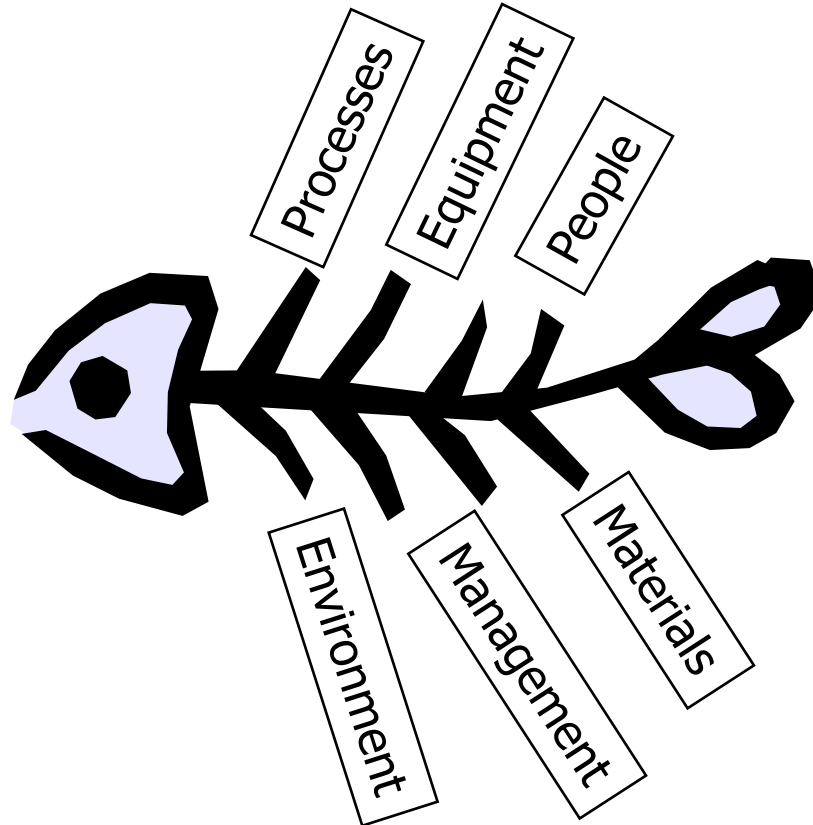
The 5 Whys



Problem Analysis

- Fishbone Technique

PROBLEM





Problem Solving

○ Session Summary

- Decide if you are dealing with a problem or puzzle
- You can use 'lean' techniques to eliminate waste and increase efficiency
- For problems - identify the most appropriate technique. eg;
 - Brainstorm
 - Fishbone
 - 5 whys



Self Management

- To manage 'self' we need insight
- Helps to set goals or outcomes
- Use time management techniques to realise these goals



Setting Well Formed Outcomes

- Positive
 - State what you **do** want rather than what you **don't**.
- Achievement
 - How do you know you have got there
 - What do you see / hear / feel
 - What are the steps necessary
- Context (be specific)
 - When, where, with whom
- Ecology
 - What are the consequences on you and others
- Resources
 - Do you have the resources (ability / skill?)
 - Can YOU initiate and maintain it



Exercise

- Individually write down 10 things you WANT. They can be anything.
- Now rank your top 3 in order
- In pairs, choose one of your top three to work with. Ask each other the questions on the sheet to try to take that goal forward.

Work Life Balance

- How is your time spent?
- Would you like the balance to change?
- Which segments of your life would you most want to change/do differently?



Work Life Balance

- In pairs: take a few minutes each to talk about why you chose the second card.
- What does life work balance mean to you?
- How near or far are you from this in your life now?



My Life Pie

- Label each pie section with an element of life that is important to you
- Record your current time spent in each area – from 0 to 10
- Do the same exercise on other sheet to represent how you want it to be



The 5 a day...

- Connect
- Be active
- Be curious
- Learn
- Give.





Work Life Balance

- Session Summary
 - The meaning of work life balance
 - Your life pie
 - Now
 - Future
 - 5 A Day for a healthier balance



Workshop Summary & Action Planning

- Please write an action plan detailing 3 things you will reflect on / do differently as a result of today's workshop
- Topics covered include
 - Time Management
 - Problem Solving
 - Self Management
 - Work / Life Balance