

Time Management & Effectiveness

PV236

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Prioritization

What are the criteria you take into account when deciding on how to use your time?



Activity 1 – prioritization brainstorming

Brainstorming outcome	Natural	Not natural
Personal interest		
Deadline, urgency		
Complexity		
Duration, Effort		
Energy level		
Importance (timed bomb)		
Availability of resources		
Time left		
Delegatable?		
Requestor		
Responsibility		
Emotional account, Comfort level, Distractions, Clarity		



Activity 2 – real life tasks prioritization

You are a manager responsible for service delivery in a multinational company in the service-critical business. Your team deploys solutions for telephone operators all over the world and supports these subsequently under tight SLA (stands for Service Level Agreement = basically 30 mins response time, 4 hours time to workaround and two days time to fix).

You are responsible for the team of 20 engineers.

It's Monday, 11:30AM



Activity 2 – your todo list at 11:30 Monday

- A. An important customer sent an email stating his long-term dissatisfaction with the level of service, your boss asked you to provide a statement and analysis by COB today. There are roughly 20 closed and 7 open tickets, none of the open tickets is service-critical, no timer is expiring soon.
- B. An Emergency ticket has been escalated to your attention by your engineer. There is service-critical ticket and the timer expires in 2 hours (there are high penalties for expired timers with this customer)
- C. The regular inputs to the Monthly report your boss puts together concerning your area of responsibility. This is a recurring activity due the last Monday of each month.
- D. You have 20 people reporting to you and you have received a resource request for a project starting today. The project manager requires one of your engineers on-site starting today for a project lasting two months.
- E. You regularly contribute to the call with your MENA colleagues where you review the tickets
- F. Lunch



Activity 2 – task list simplified

- A. Complaint analysis – deadline COB today
- B. Emergency escalated to you by your engineer as per inc mgmt process
- C. Deadline for inputs for monthly report COB today
- D. Resource request for 1 engineer from Monday (2 months assignment)
- E. Preparation for MENA call (call is tomorrow at 1PM and you know you have doctor's appointment at 9AM tomorrow)
- F. Lunch

Work individually first

Work in groups of three

Compare suggestions that came out of work in groups



Activity 2 - outcome

	Martin C	Jano	David Sch	MartinB	DavidS	Andrey	
A. Complaint	3	4	3	3	4	4	
B. Emergency	1	1	1	1	1	1	
C. Monthly report	5	5	4	4	3	5	
D. RR from Monday	4	2	5	5	5	2	
E. MENA call preparation	6	6	6	6	6	6	
F. Lunch	2	3	2	2	2	3	



Activity 2 – Check sum

	Martin C	Jano	David Sch	MartinB	DavidS	Andrey
A. Complaint	3 -2h	4 - 2	3 – 3h	3 – 1	4 – 3	4 – 1.5
B. Emergency	1 – 1.5	1 – 1.5	1 – 1	1 – 1	1 – 2	1 – 1
C. Monthly report	5 – 0.5	5 – 0.5	5 – 0.5	4 – 0.5	3 – 1	5 – 0.5
D. RR from Monday	4 – 0.25	2 – 0.5	4 – 0.25	5 – 0.25	5 – 0.25	2 – 0.25
E. MENA call preparation	6 – 0.75	6 – 0.5	6 – 1	6 – 1	6 – 0.5	6 – 0.5
F. Lunch	2 – 0.75	3 – 0.5	2 – 0.75	2 – 0.5	2 – 0.75	3 – 0.5
	5.75	5.5	6.5	4.25	7.5	4.25

Watch your ambition, should this be your real day, you would do nothing but working on your task list

