



Time Management

November–December 2013

Franklin County Department of Human Resources Training & Development
373 South High Street, 25th Floor, Columbus, Ohio 43215
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Did you know?

The average person gets one interruption every 8 minutes, or approximately seven in an hour, or 50-60 per day. The average interruption takes 5 minutes, totaling about 4 hours or 50% of the average workday. 80% of those interruptions are typically rated as “little value” or “no value” creating approximately 3 hours of wasted time per day.

Benjamin Franklin once said "time is money". If he meant "time equals money" he was selling himself short, because surely time is greater than money. If you spend your money, you can make more, but once you spend your time, it is gone forever!

Do you make time work for you or are you at its mercy? Do you always seem strapped for time? Do you feel that you can never fit everything you want to do in a day?

The Human Resources Training and Development staff invites you to: Take a breath. Slow down. Say no sometimes. Start planning, stop reacting, and prepare to get a grip on your time.



“Until one knows how one spends one’s time, one cannot hope to manage it.”

-Peter Drucker



Continuing Education Credit:

As of August 2013 the Social Work Board has made several changes for which workshops we provide to be CEU approved. Per the boards direction we can only provide CEU credit for **Multicultural Awareness**.

We apologize for any inconvenience this may cause you.

To get credit for the workshop the following information is **required**:

- Your Social Work License number will need to be filled in when you sign into the workshop.
- There will also be a space for your time in/out.

If you have any further questions please feel free to contact Amanda Miller at almiller@franklincountyohio.gov.

Improve Your Time Management:

Track your time: The first step to successful time management is to find out where you are wasting time.

Prioritize, Prioritize, Prioritize: If you have an endless amount of tasks to complete, knowing where to start can be impossible.

Set Goals: If you have a clear goal in mind for every day then you do all you can to achieve those goals.

Establish time limits for specific tasks: Only allow yourself a certain amount of time for tasks that can become time consuming.

Outsource and Delegate: Remember, there are only 24 hours in a day, so let other people help you.

Employee Development

These workshops are targeted for all employees, and include both **required** and optional learning opportunities. In this category you will find our five core workshops, which are required for all Board of Commissioners new hire employees to complete within their probationary period.

Attitudes Can Shape Your Life

HR ID: E260.026

Wednesday, December 18th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: HR Training Room, 373 S. High Street, 25th Floor

This workshop points out the impact of employee attitudes as it relates to individual and organizational success.

Breaking the Cycle of Procrastination

HR ID: E420.021

Tuesday, November 26th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: HR Training Room, 373 S. High Street, 25th Floor

Participants will learn how to prioritize assignments, special projects and daily work tasks along with identifying areas of procrastination and learn how to change them.

Can We Talk: Improving Communications

HR ID: E250.037

Thursday, November 7th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: Meeting Room B, 373 S. High Street, 25th Floor

Gain Knowledge and skills to communicate effectively in organizational settings.

Co-Manage Performance: Using an Individual Development Plan (IDP)

HR ID: S550.104

Thursday, November 21st 9:00 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Setting goals is central to achieving success, whether at work or in our personal lives. This workshop introduces an IDP template for co-managing performance to effectively apply goal setting principles at work and beyond.

Creative Thinking: Focus on the Positive or Negative its Your Choice *New*

HR ID: E301.001

Tuesday, December 3rd 9:00 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Learn four powerful strategies to become a “negativity eliminator” at work.

Customer Service Connection

HR ID: E285.129

Friday, November 22nd 9:00 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

HR ID: E285.130

Tuesday, December 17th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: Meeting Room B, 373 S. High Street, 25th Floor

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations.

Ethics

HR ID: E240.129

Friday, November 8th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: HR Training Room, 373 S. High Street, 25th Floor

HR ID: E240.130

Tuesday, December 10th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Learn about the Ohio Ethics Law and Commission as well as related statutes and issues.

Get Ready, Get Set, Get Organized

HR ID: E293.017

Thursday, December 19th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** Meeting Room B, 373 S. High Street, 25th Floor

Learn and practice effective techniques to create order out of disorder.

Multicultural Awareness *CEU Approved*

HR ID: E210.124

Tuesday, November 19th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** Meeting Room B, 373 S. High Street, 25th Floor

HR ID: E210.125

Thursday, December 19th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns**Location:** HR Training Room, 373 S. High Street, 25th Floor

Study cultural differences and biases, and learn how to promote better communication.

One Size Doesn't Fit All with Time Management *New*

HR ID: E300.001

Wednesday, November 6th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns**Location:** HR Training Room, 373 S. High Street, 25th Floor

Learn and practice effective techniques to create order out of disorder.

OUCH! That Stereotype Hurts *New*

HR ID: E299.001

Thursday, November 14th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** HR Training Room, 373 S. High Street, 25th Floor

What do you do if someone you care about is the target of demeaning stereotypes? How often do you speak up on behalf of respect? Creating a workplace where everyone is treated with respect and dignity involves all of us – and is supported by how we communicate with each other.

Sexual Harassment Awareness

HR ID: E220.113

Thursday, November 14th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns**Location:** Meeting Room B, 373 S. High Street, 25th Floor

HR ID: E220.114

Friday, December 6th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** HR Training Room, 373 S. High Street, 25th Floor

This workshop discusses the legal definition of sexual harassment, reviews the Board of Commissioners Anti-Harassment policy, and addresses the employee's rights and responsibilities in working in a discrimination-free environment.

Stop the Drama and Do the Work

HR ID: S500.010

Thursday, November 7th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns**Location:** HR Training Room, 373 S. High Street, 25th Floor

Is there a lot of drama in your workplace? Do disagreements, secret alliances, or complaints about others get in the way of information transfer, collaboration, and productive output? Explore "The Drama Triangle" and how to use it to stop the drama in your workplace, and get back to work.

Stress Management

HR ID: E262.102

Wednesday, November 13th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** HR Training Room, 373 S. High Street, 25th Floor

Are you S-T-R-E-S-S-E-D O-U-T? This stress management class provides a wealth of practical techniques to help you identify your stressors and effectively manage your responses.

The Successful Person's Guide to Time Management *New*

HR ID: E302.001

Tuesday, December 10th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** Meeting Room B, 373 S. High Street, 25th Floor

The importance of time management has only increased over the years. Most employees are not only expected to do their best at a given thing, but also be able to do it in a given period. It is even better if you are able to accomplish beyond your target in the same period. What time management style do you have?

Violence in the Workplace

HR ID: E230.108

Wednesday, November 20th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** Meeting Room B, 373 S. High Street, 25th Floor

HR ID: E230.109

Friday, December 20th 9:00 – 12:00 PM **Trainer:** Elizabeth Manns**Location:** HR Training Room, 373 S. High Street, 25th Floor

This workshop will focus on indentifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

What's Your Ringtone: Servicing Customers Over the Phone

HR ID: E283.011

Tuesday, December 3rd 8:30 – 11:30 AM **Trainer:** Theresa Ferguson**Location:** Meeting Room B, 373 S. High Street, 25th Floor

In this energetic workshop, learn how to make positive impressions and build rapport every time you interact over the phone. Explore the importance of voice quality, speech patterns and practice effective communication techniques.

**Time Management Tip****** Find Your Prime Time ****

Everyone's energy timetable is different. Some are morning people, while others do better in the evening. One key to better time management is to find your high-energy periods and schedule complex tasks when you are likely to be at your best.

Setting aside as little as 10 minutes per day for you adds up to more than 60 hours per year. Make it 15 minutes per day and you will have enjoyed 90 hours of "reward" time.

Supervisor Development

The workshops designated for Supervisor Development are geared toward providing employee management skills and policy/procedure updates for supervisors with direct reports. These programs are intended for current supervisors and employees being prepared for upcoming supervisory openings.

Keys to Your Next Promotion

HR ID: E455.033

Thursday, December 12th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: Meeting Room B, 373 S. High Street, 25th Floor

This workshop will provide participants with the tools necessary to make themselves an invaluable asset to their organization.

Maximizing Face-to-Face Meetings with Staff *Supervisor Only*

HR ID: S221.102

Tuesday, December 17th 9:00 – 12:00 **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

This informative workshop explores essential tips that supervisors and managers need to know what needs to be done before, during, and after the meeting to make it a success. Supervisors, both new and experienced, will be equipped with resources to help lead productive meetings.

Supervisor Spotlight: Improving Employee Morale *Supervisor Only*

HR ID: S283.122

Wednesday, December 4th 8:30 – 11:30 AM **Trainer:** Theresa Ferguson

Location: HR Training Room, 373 S. High Street, 25th Floor

Equip yourself with proven methods and cost-conscious ways to improve employee morale. Explore the dynamics of morale and its effects on productivity, attendance, customer service and other important areas, and discover morale boosters and performance pick-me-ups to motivate employees.



Time Management Tools



A wide variety of time management tools are available today:

Planners

Calendars

Handheld computers

Computer software

Cell Phones

How do you know which is best for you? You should follow your natural preference. Regardless of which type of tool you choose, it is best to select one method and stick to it. That way you won't risk overlooking important information as you attempt to transfer things from one planner to another.

“Hard work is often the easy work you did not do at the proper time.”

- Bernard Meltzer

Computer Development

Whether it's for e-mail, organizing meetings or updating spreadsheets, Franklin County employees are almost always near a computer. Keep up-to-date with the latest software and tips for mastering your machine by attending the below workshops. Enrollment is limited to 14 participants. Each workshop will start promptly at 8:30 AM, if you feel you will be late to the workshop, please reschedule.

Microsoft Excel 2007: Intermediate

HR ID: E169.043

Thursday, December 5th 8:30 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

This workshop provides a review of various useful features to manipulate and enhance spreadsheets and to create and modify charts based on the spreadsheets you create.

Microsoft Outlook/Email Etiquette

HR ID: E166.003

Thursday, December 12th 8:30 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

In this energetic workshop, learn how to make positive impressions and build rapport every time you interact over the phone. Explore the importance of voice quality, speech patterns and practice effective communication techniques.

Microsoft PowerPoint: Beginners

HR ID: E167.052

Tuesday, November 19th 8:30 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Bring more professionalism and self-assurance to your presentations.

Microsoft PowerPoint: Intermediate

HR ID: E167.232

Wednesday, November 20th 8:30 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Learn how to customize and get interactive with your PowerPoint presentations. This intermediate level workshop expands on the skills attained in PowerPoint I.

Microsoft Word 2007: Intermediate

HR ID: E163.505

Wednesday, December 11th 8:30 – 12:00 PM **Trainer:** Elizabeth Manns

Location: HR Training Room, 373 S. High Street, 25th Floor

Build on the skills learned in the beginner's workshop. Learn intermediate skills such as; TAB settings, headers & footers, use Find & Replace, insert a table and more. Participants will practice skills to create professional business documents.



Time Management Tip

What gets in the way of productivity that employees have come control over:

Distractions & Daydreaming

Poor time-management & organizational skills

Lack of focus & prioritization

Procrastination

Paperwork & administrative tasks

People realize that they can't control everything that influences their use of time – especially paperwork – but which work functions do they want to help with?