Level 3

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Unit Details

WA5: Business Administration

3.12 Demonstrate prioritizing skills

L03.50 Demonstrate the ability to handle and manage workload through the prioritization of tasks and activities by using appropriate tools and techniques

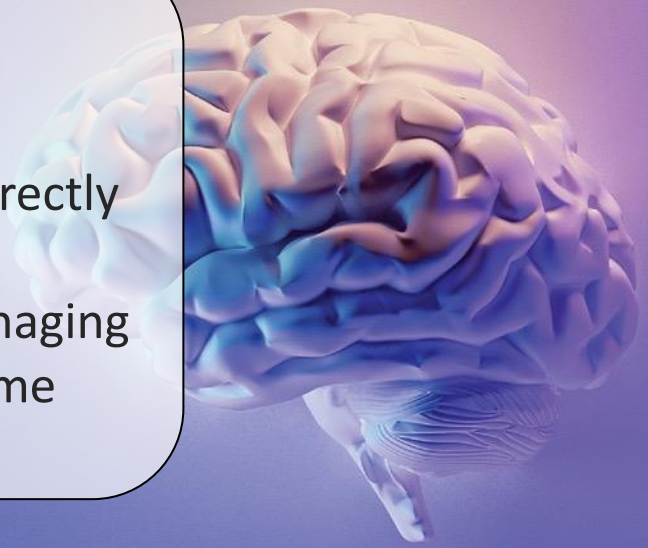
Route Map

Multi-tasking

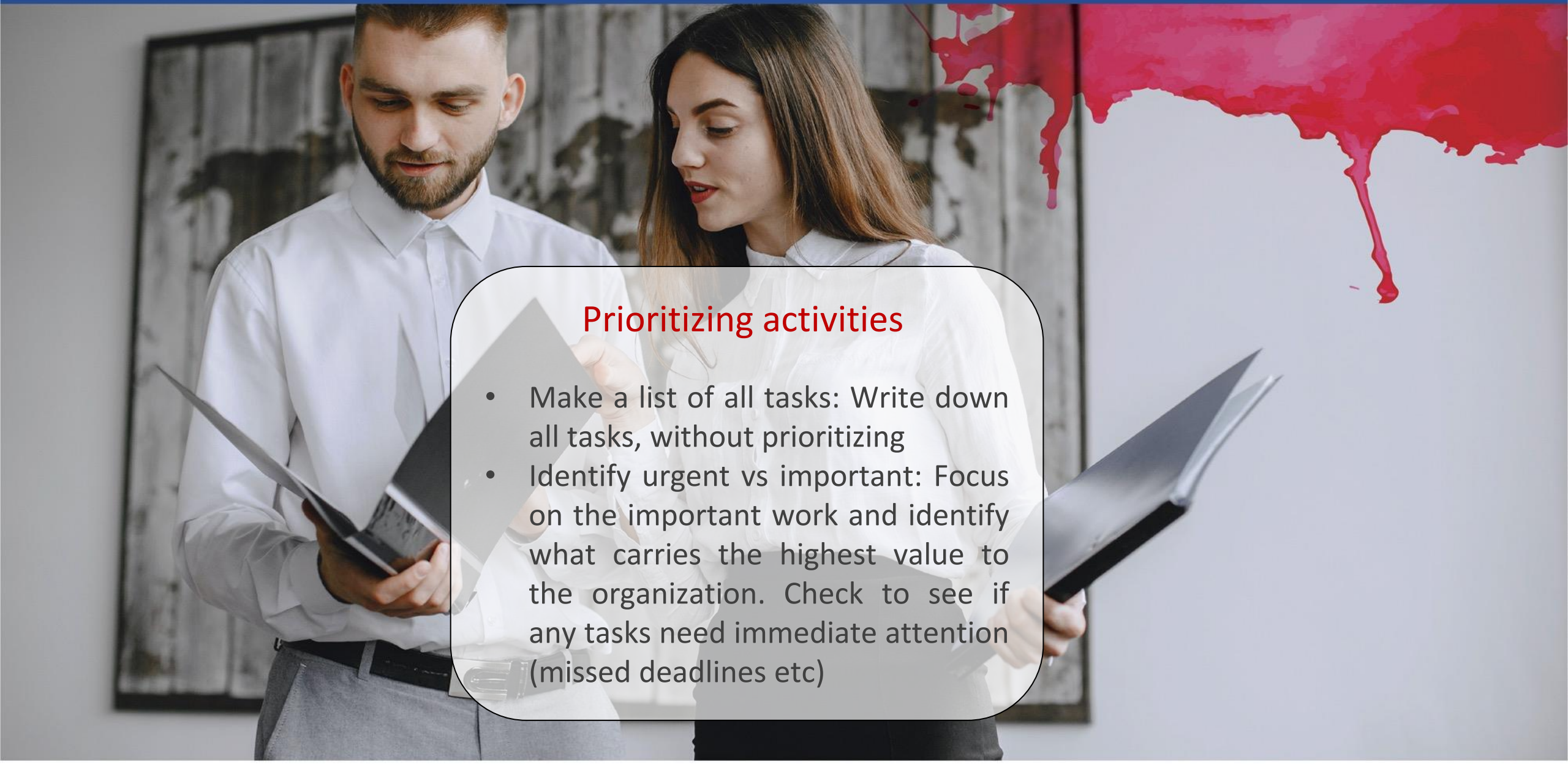
Multi-tasking

Training Aims:

1. Teach learners how to manage correctly and quickly multitask
2. Provide tools for handling and managing more than one task at the same time



Multi-tasking



Prioritizing activities

- Make a list of all tasks: Write down all tasks, without prioritizing
- Identify urgent vs important: Focus on the important work and identify what carries the highest value to the organization. Check to see if any tasks need immediate attention (missed deadlines etc)

Multi-tasking

Fill the following table (*Table 1*):

	URGENT	NOT URGENT
IMPORTANT	Urgent & Important	Not Urgent, but Important
NOT IMPORTANT	Urgent, but not Important	Not Urgent & not Important

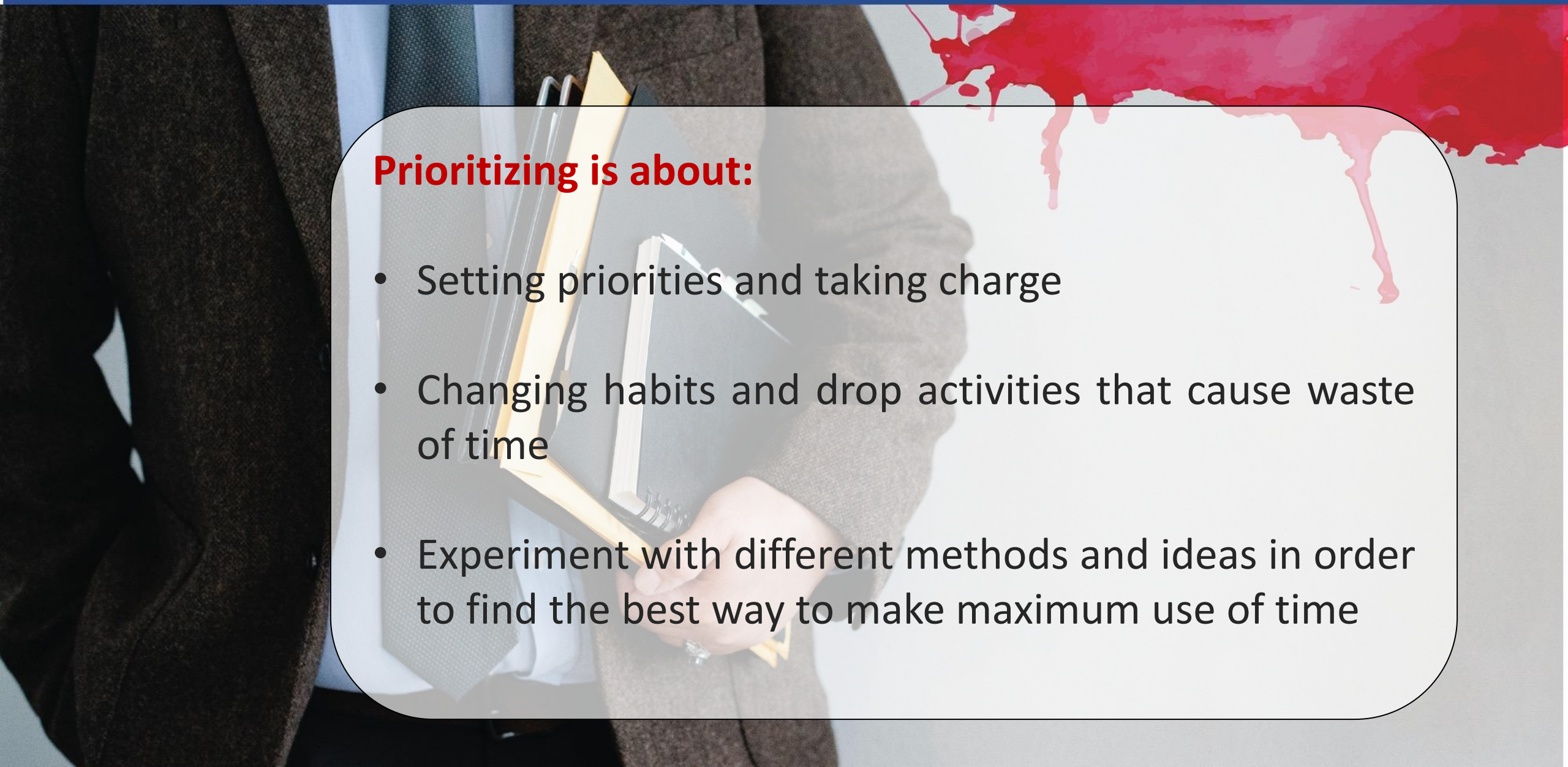
Classify tasks in terms of urgency and importance

Multi-tasking

Act in terms (*Table 2*):

	URGENT	NOT URGENT
IMPORTANT	Urgent & Important **DO IT NOW**	Not Urgent, but Important **PLAN IT**
NOT IMPORTANT	Urgent, but not Important **DELEGATE** **or RESCHEDULE**	Not Urgent & not Important **DROP IT**

Multi-tasking



Prioritizing is about:

- Setting priorities and taking charge
- Changing habits and drop activities that cause waste of time
- Experiment with different methods and ideas in order to find the best way to make maximum use of time

Multi-tasking

The management team should:

- Identify critical tasks
- Differentiate between urgent and important
- Eliminate unimportant and unrealistic tasks and focus on those that maximize expected outcome
- Review and make necessary adjustments
- Guide personnel at every step of the procedure

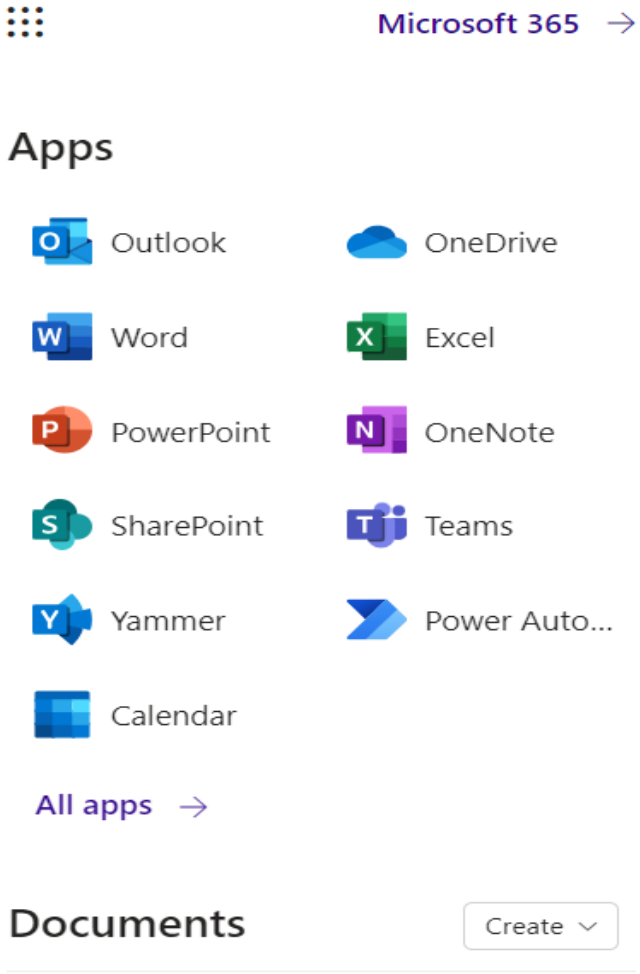
Multi-tasking

Categorize and classify work tasks:

- Use table 1 to categorize tasks to the appropriate quadrant
- Classify tasks using table 2. Focus to quadrant 1 as first priority

Finished Prioritizing? → Create a timetable

Multi-tasking



Creation of a timetable using Outlook.com:

Sign in or log on to Outlook.com

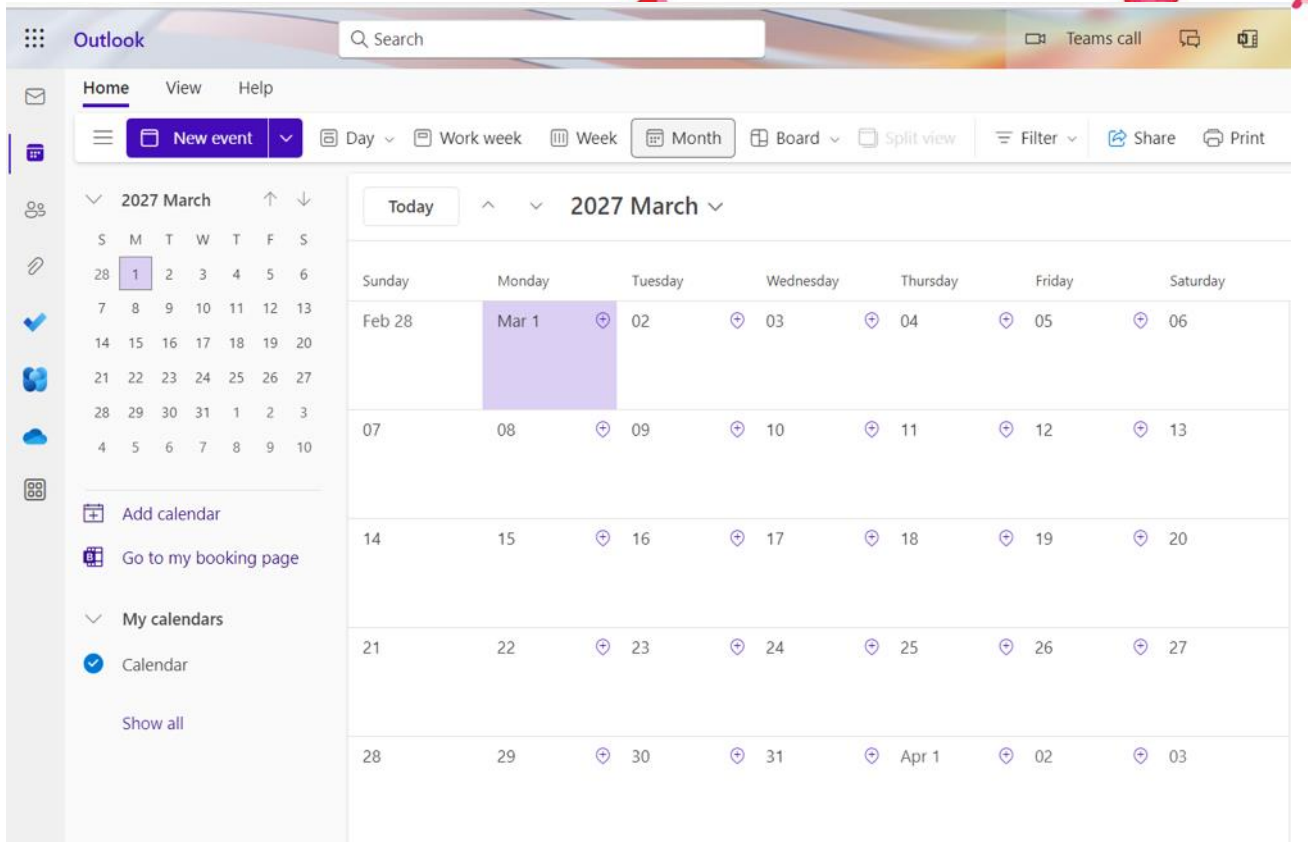
Press

and choose Calendar

Multi-tasking

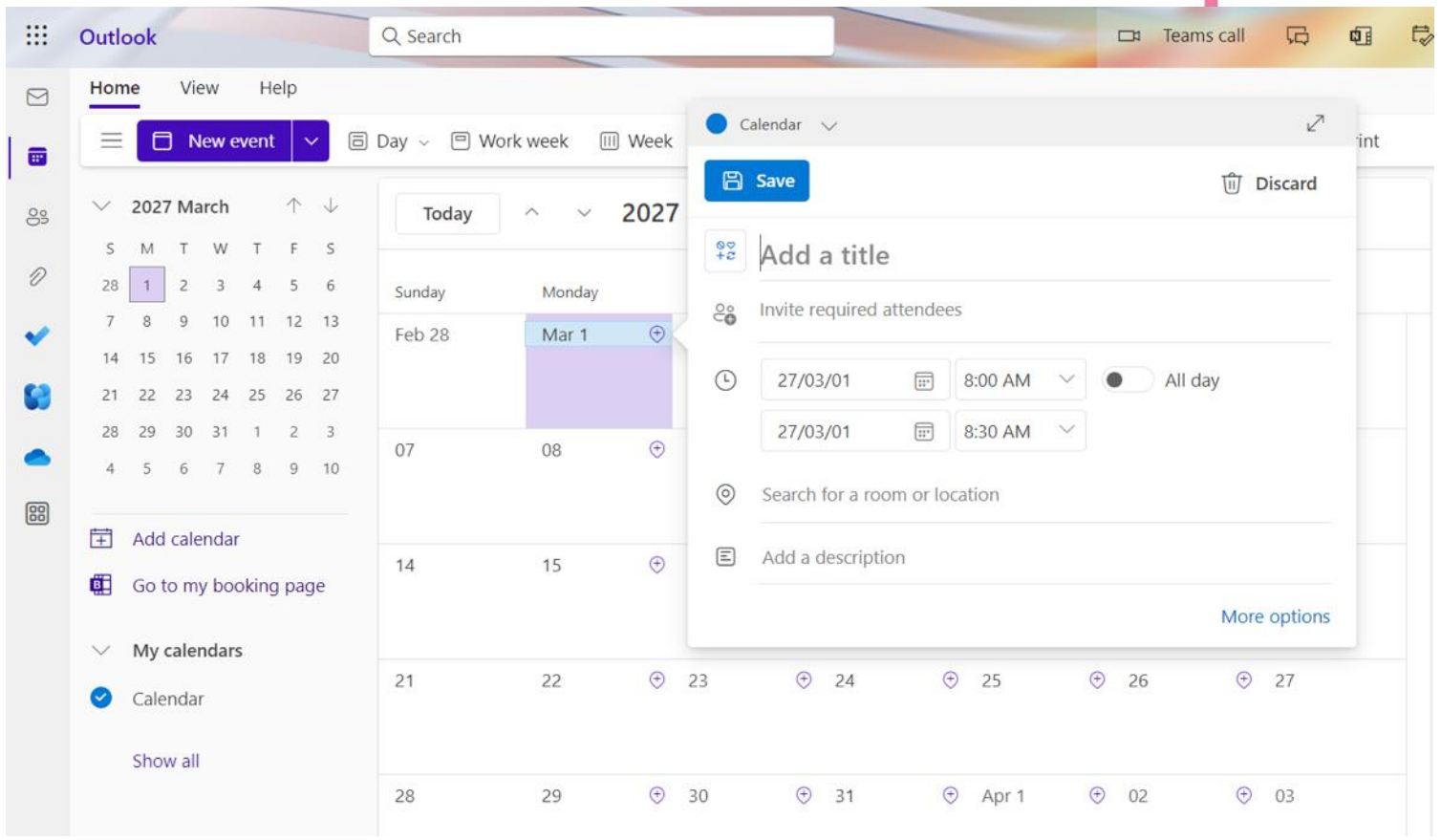
You can schedule your tasks in a daily of monthly basis, arrange meetings, ask other colleagues to participate.

Double click on a specific day



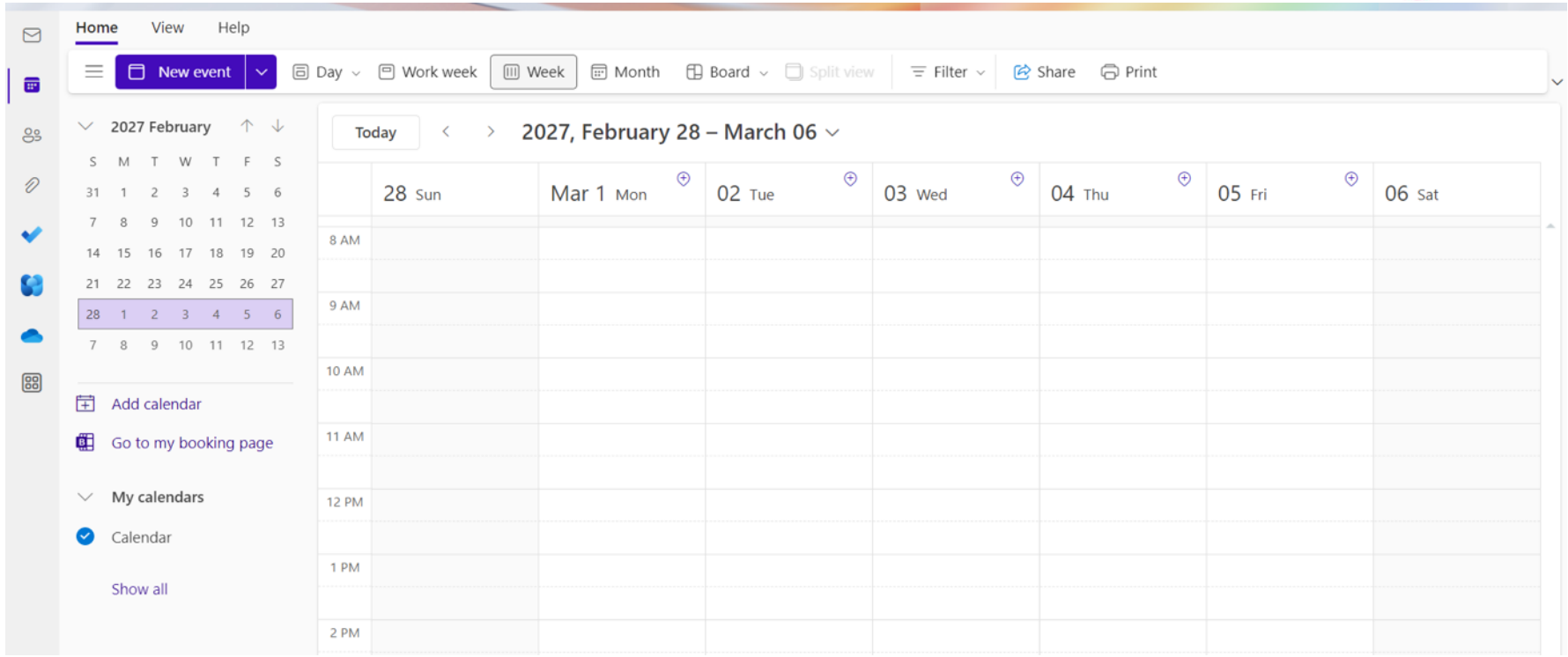
Multi-tasking

Arrange your meetings on a monthly basis



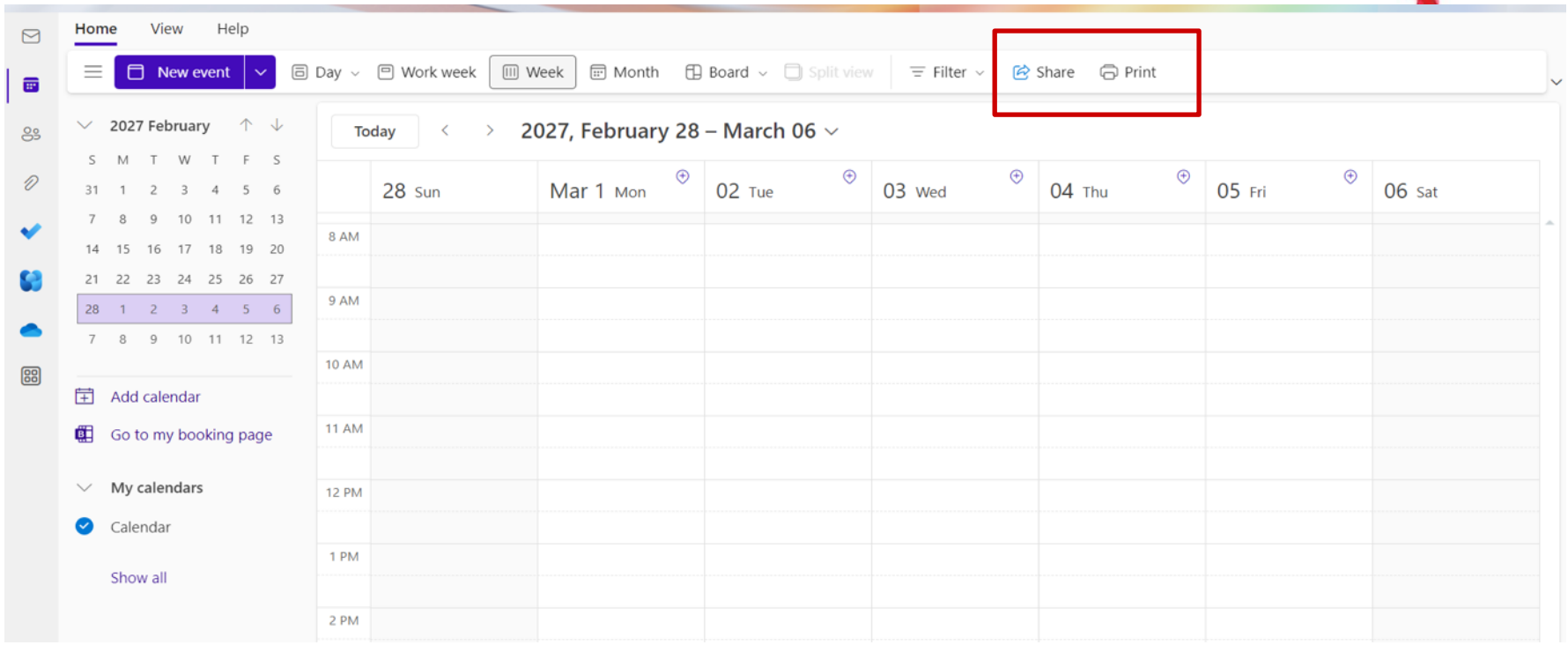
Multi-tasking

Arrange your meetings on a weekly basis



Multi-tasking

You can print or share your calendar, by sending an invitation email



You can access your calendar from your tablet or mobile phone, wherever you are, using outlook.com

Multi-tasking

It is also easy to “carry” your “office” wherever you are, by signing in and using Google Drive

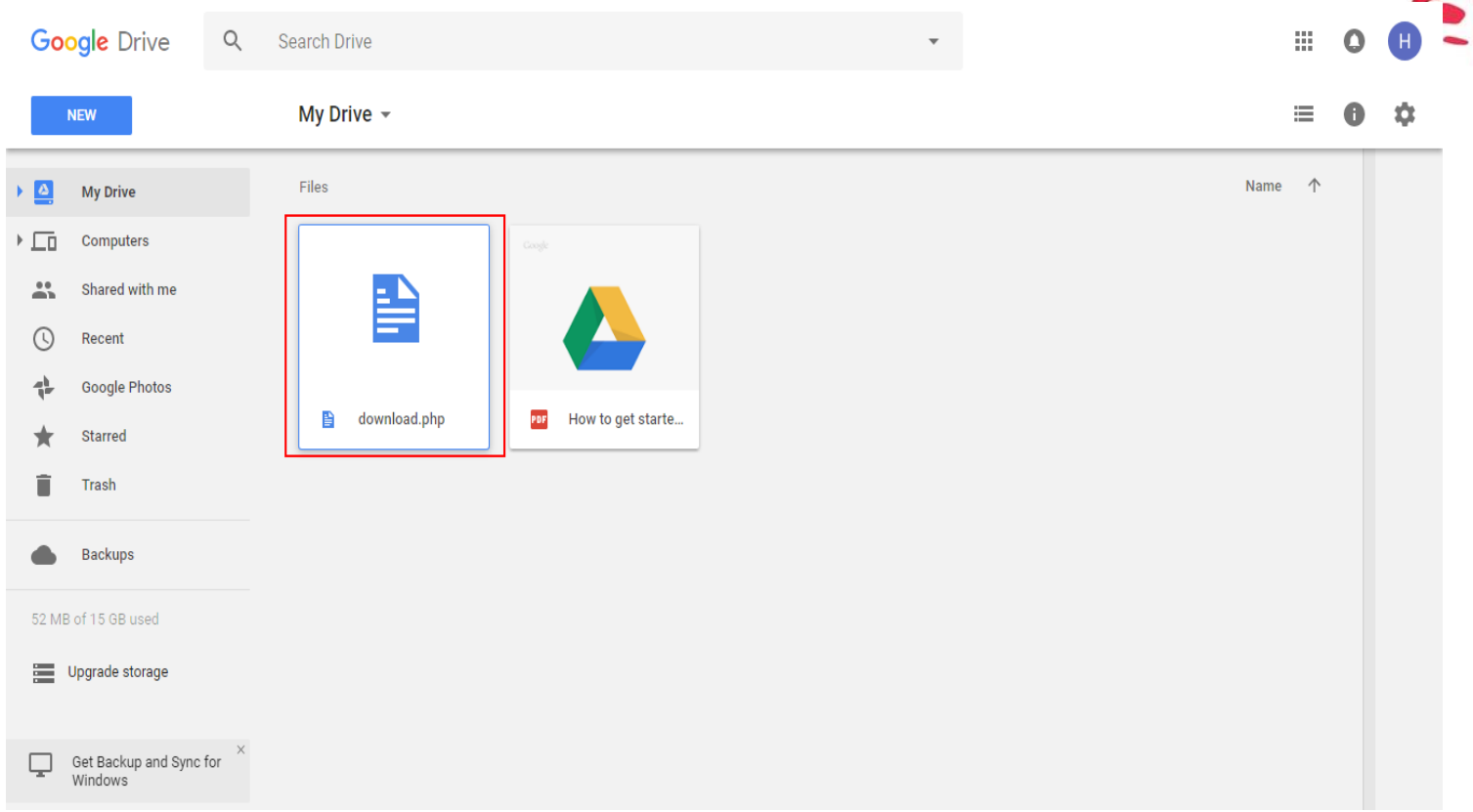
Google Drive

It is a “cloud” storage and file backup for photos and documents

Google Drive lets you access your stuff on every computer and mobile device.

Add files by using the 'New" button.

Multi-tasking



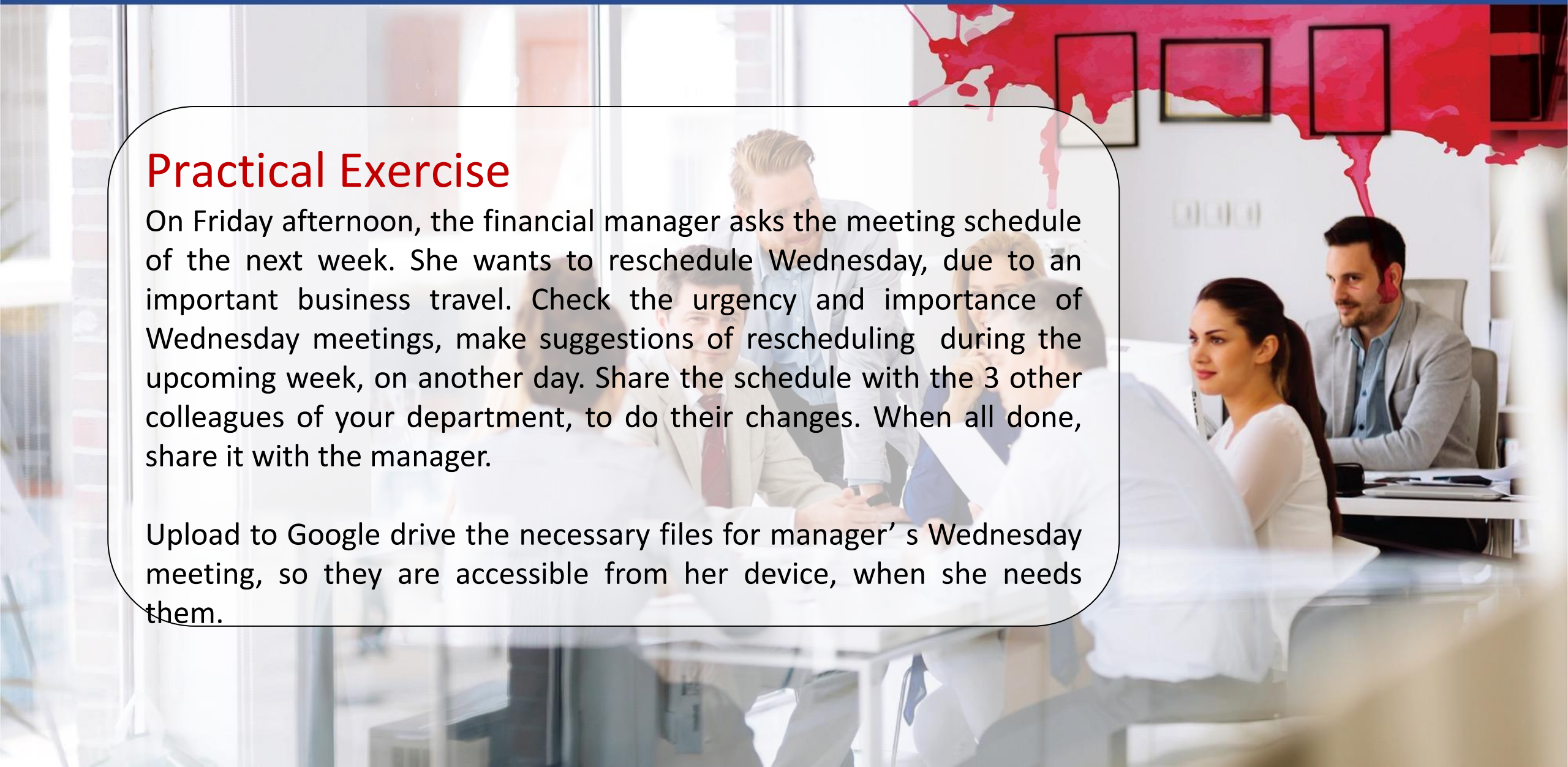
Easy to create, backup and share with colleagues from anywhere, even using tablet of mobile phone

Multi-tasking

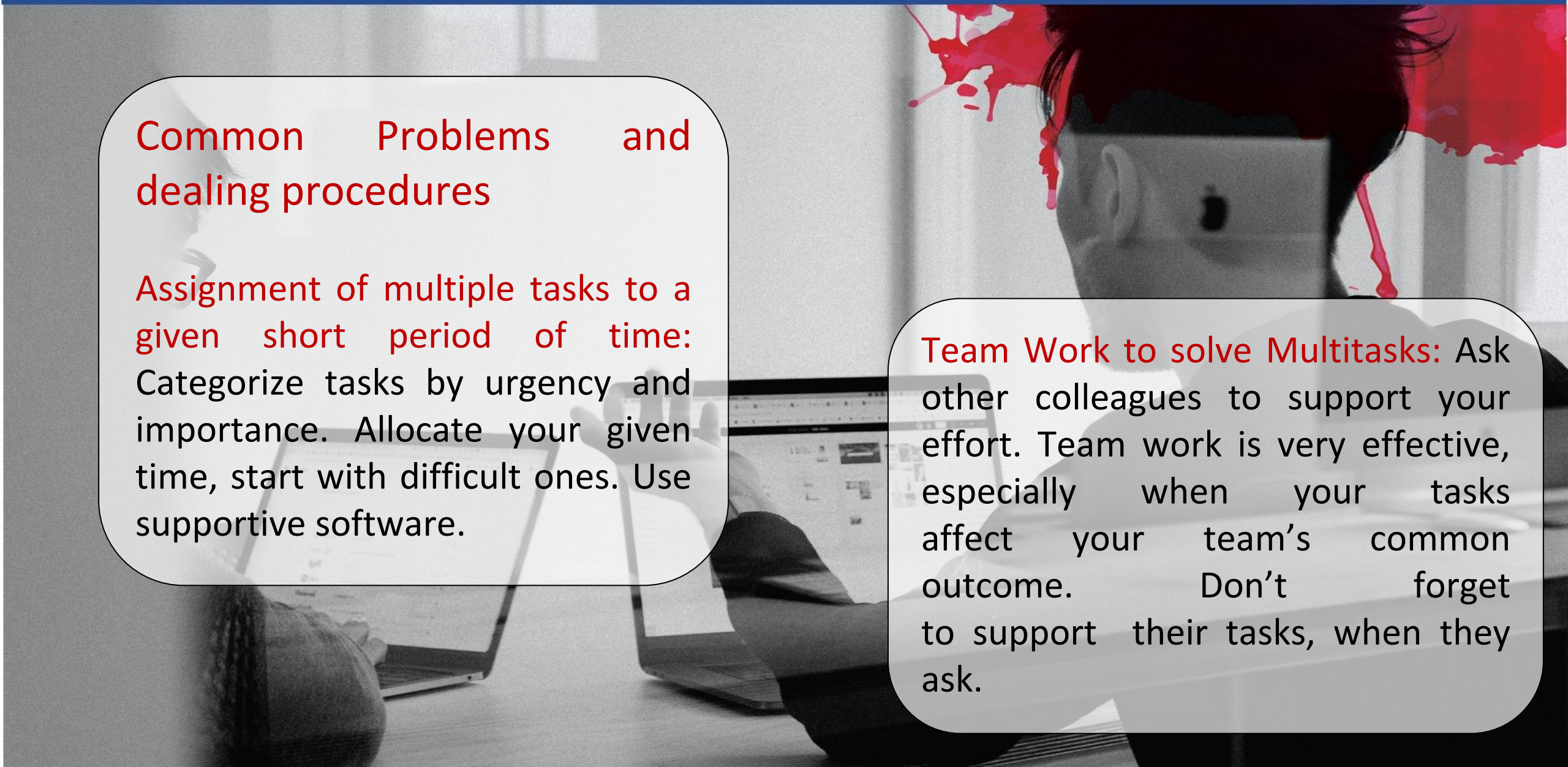
Practical Exercise

On Friday afternoon, the financial manager asks the meeting schedule of the next week. She wants to reschedule Wednesday, due to an important business travel. Check the urgency and importance of Wednesday meetings, make suggestions of rescheduling during the upcoming week, on another day. Share the schedule with the 3 other colleagues of your department, to do their changes. When all done, share it with the manager.

Upload to Google drive the necessary files for manager' s Wednesday meeting, so they are accessible from her device, when she needs them.



Multi-tasking

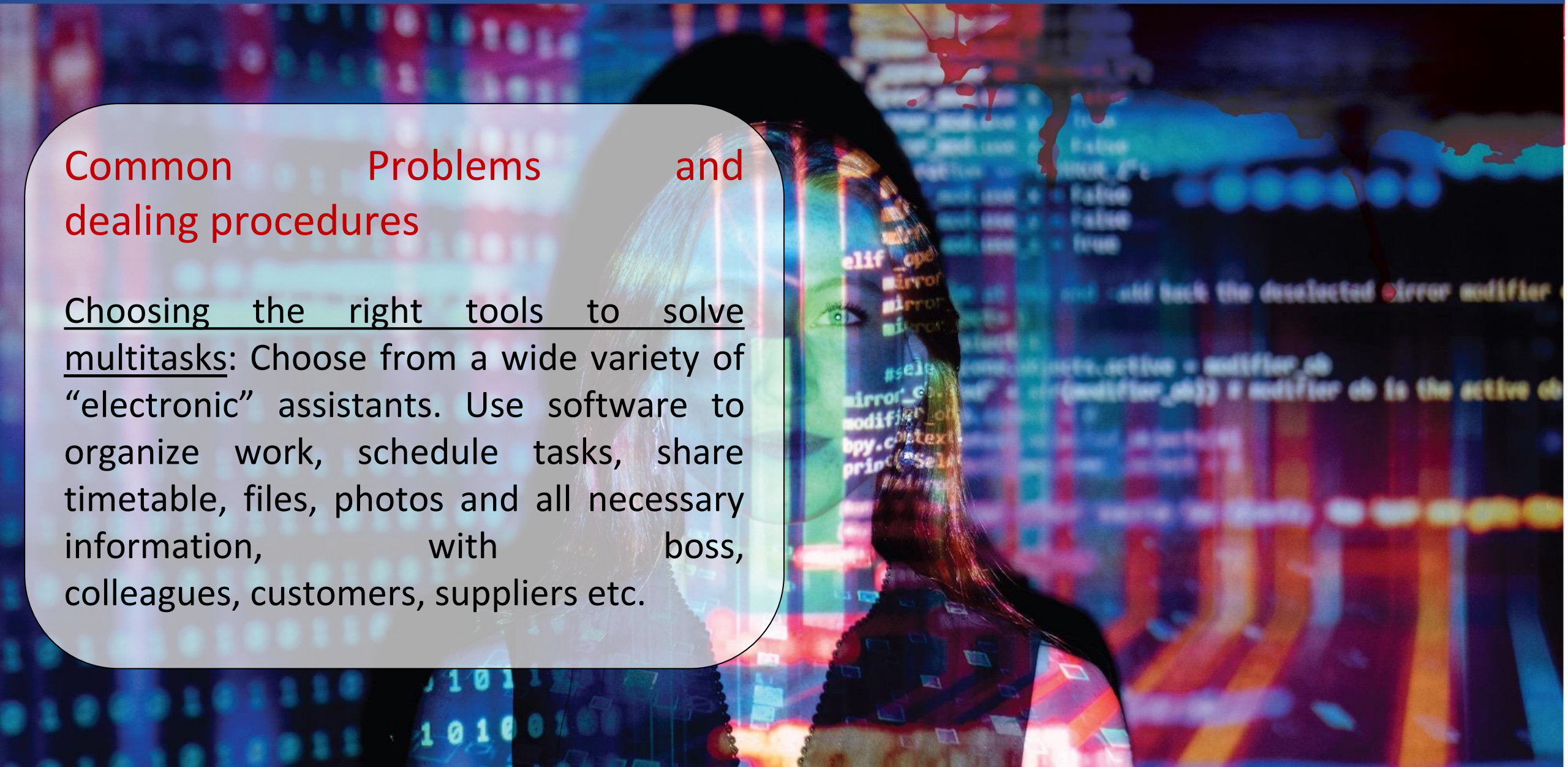


Common Problems and dealing procedures

Assignment of multiple tasks to a given short period of time: Categorize tasks by urgency and importance. Allocate your given time, start with difficult ones. Use supportive software.

Team Work to solve Multitasks: Ask other colleagues to support your effort. Team work is very effective, especially when your tasks affect your team's common outcome. Don't forget to support their tasks, when they ask.

Multi-tasking



Common Problems and dealing procedures

Choosing the right tools to solve multitasks: Choose from a wide variety of “electronic” assistants. Use software to organize work, schedule tasks, share timetable, files, photos and all necessary information, with boss, colleagues, customers, suppliers etc.

Multi-tasking

Multi - tasking

How does effective dealing of Multi-tasking help reaching the overall aim of an organization, according to the predefined results and within the timeframe and budget?

Methodological Tool I

Prioritizing Tasks: Questionnaire

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Revision Questions

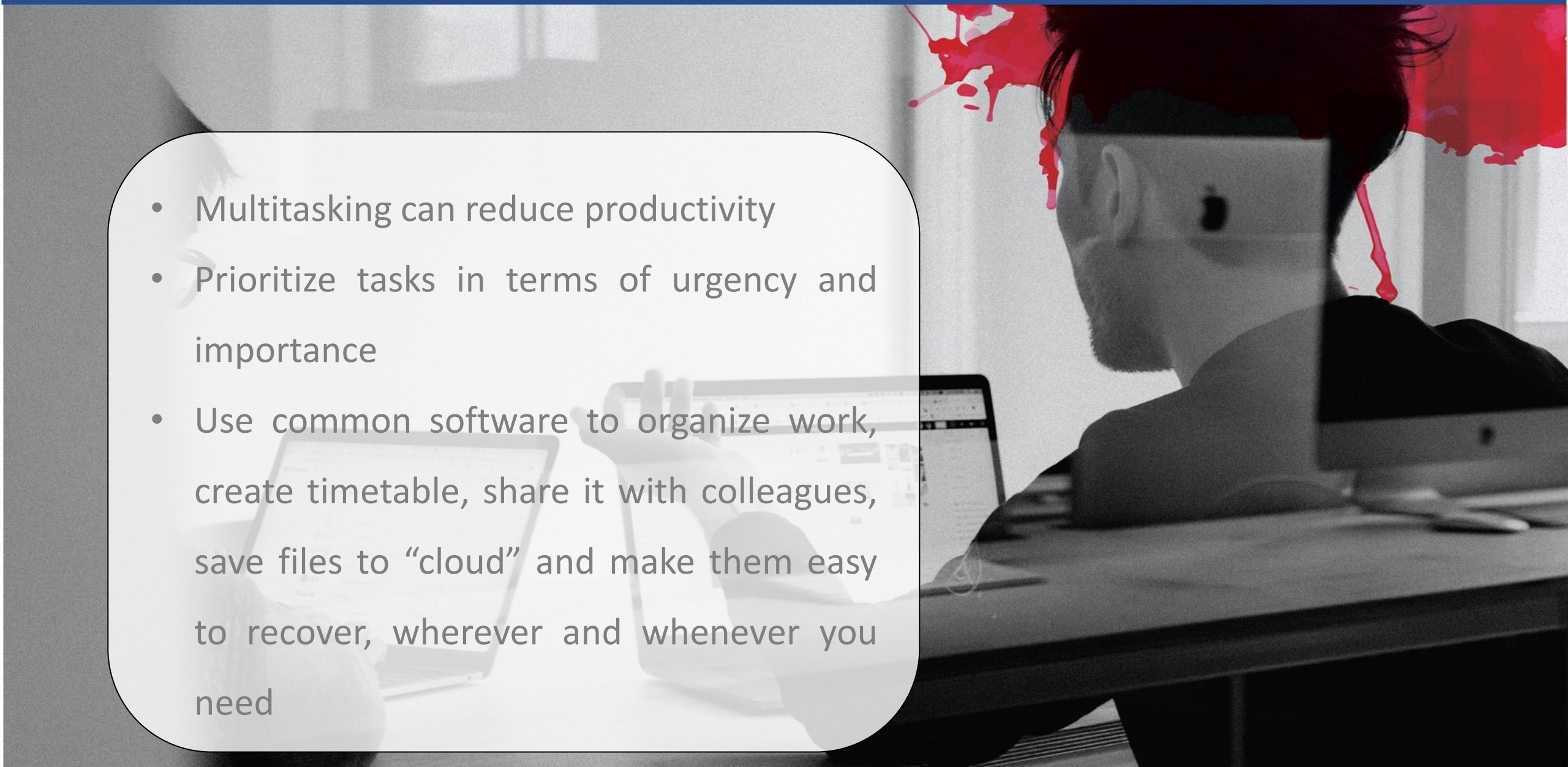
Question 1

What is prioritizing about?

Question 2

Is the creation of a timetable important in organizing tasks and schedule? Justify your answer.

Module Key points



- Multitasking can reduce productivity
- Prioritize tasks in terms of urgency and importance
- Use common software to organize work, create timetable, share it with colleagues, save files to “cloud” and make them easy to recover, wherever and whenever you need

WELL DONE!

You have completed Unit 3.12

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