

E-LEARNING

Level 4



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WA10: Office Management

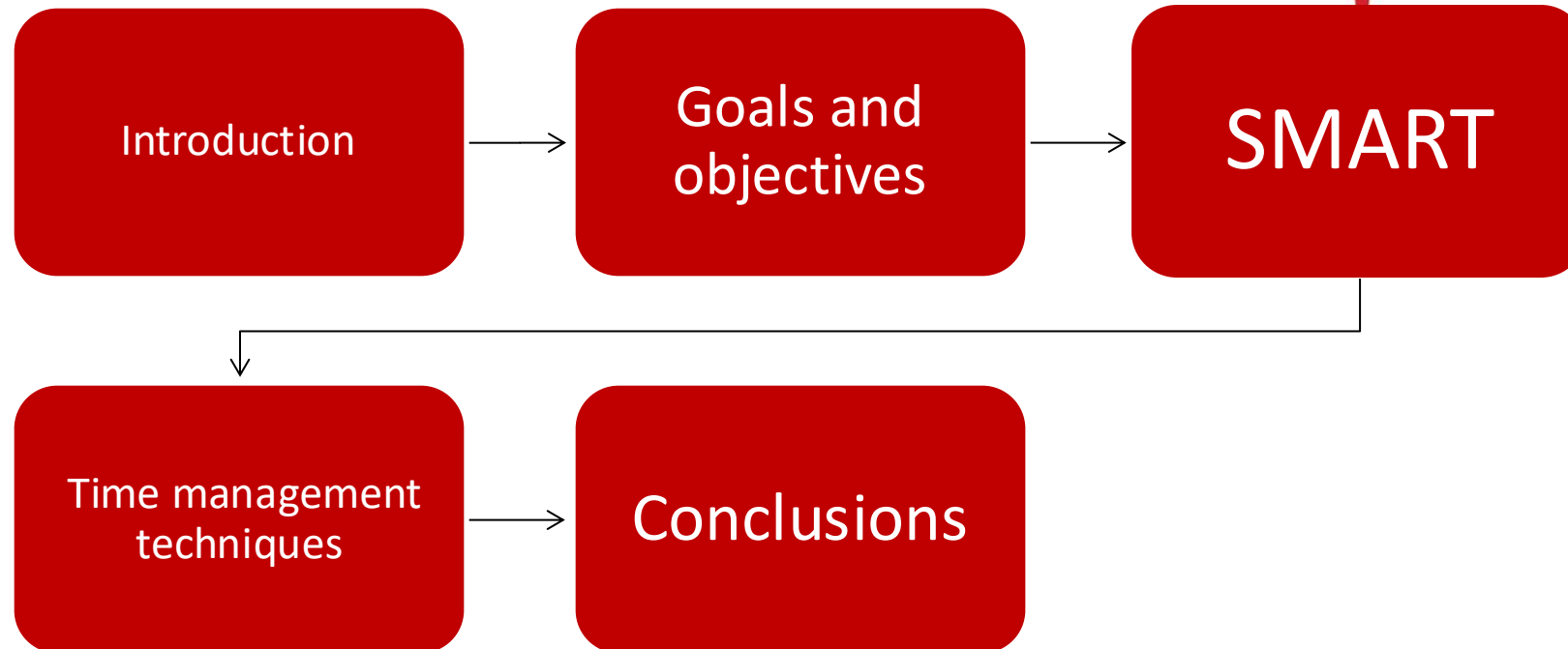
Unit 4.7 Use planning and time management skills to achieve own short-term and long-term objectives

LO4.17 Demonstrate the ability to set own short-term and long-term objectives within the organisation's Development Plan.

LO4.18 Demonstrate the ability to use Time Management skills to manage own time in order to reach own short- and long-term objectives.




Route Map



Organizational goals and objectives

- 
- Mission and vision
 - Strategy
 - Business plan
 - Departments
 - Process
 - Reports
 - Track and monitor
 - Individuals

Goals and Objectives



The goal-setting process should be **integrated** with other organizational systems to ensure it is **institutionalized**.

Business Goals are the broad primary outcomes towards which effort and actions are directed in a business.

Business Objectives differ from business goals in the sense that they are measurable and specific.

Goals and Objectives

	Goal	Objective
Meaning	The purpose toward which an endeavor is directed.	Something that one's efforts or actions are intended to attain or accomplish; purpose; target.
Example	I want to achieve success in the field of genetic research and do what no one has ever done.	I want to complete this thesis on genetic research by the end of this month.
Action	Generic action, or better still, an outcome towards which we strive.	Specific action - the objective supports attainment of the associated goal.
Measure	Goals may not be strictly measurable or tangible.	Must be measurable and tangible.
Time frame	Longer term	Mid to short term

All employees have a **legal responsibility** to work towards achieving their employer's main aims that are often identified in a mission statement.

Even if they are not, you are still expected to know that your employer is in business for a **purpose** and to cooperate in helping to achieve the long-term goals.

Most people are issued with a **job description** when they start work.

It relates to the **core skills** and **abilities** required from the employee and lists most of the **particular tasks** the job consists of.

Ideally if you are given a job to do you should do all of the following:

- **Discuss** with your boss as precisely as possible what you have to do – either verbally or in writing if it's a bit more complicated.
- **Pick your time.** Don't choose the beginning of an important meeting or at the end of a very fraught day.
- **Be positive.** Say that you really want to do a good job but you need to be clear that you are going about it the right way.
- Try to establish a **series of progress** checks if the target looks quite complicated.
- **Renegotiate a target.** Most bosses are much happier to renegotiate a target rather having targets not achieved.

SMART

- **Specific** – you want to know how to use a spreadsheet;
- **Measurable** – you and everyone else will soon know whether or not you can be trusted to prepare a spreadsheet;
- **Achievable** – you haven't said that you will become the office expert on all things computer related;
- **Realistic** – you haven't over-estimated your capabilities or set too rigid a timescale for yourself;
- **Time-constrained**

“R” – Readjust

The additional step in setting goals with the S.M.A.R.T.E.R. method is to **re-adjust your approach**.

- If you find yourself pursuing a goal but continuously hitting a brick wall, **readjust** your method and techniques.
- You have to try different approaches until you find yourself getting closer and closer to your goals.
- Constant evaluation on a daily basis is so important. If you don't evaluate you can't measure your progress.

Time management techniques

- Master list
- Action plan
- Task management – prioritizing
- People management
- Delegating
- Gantt chart

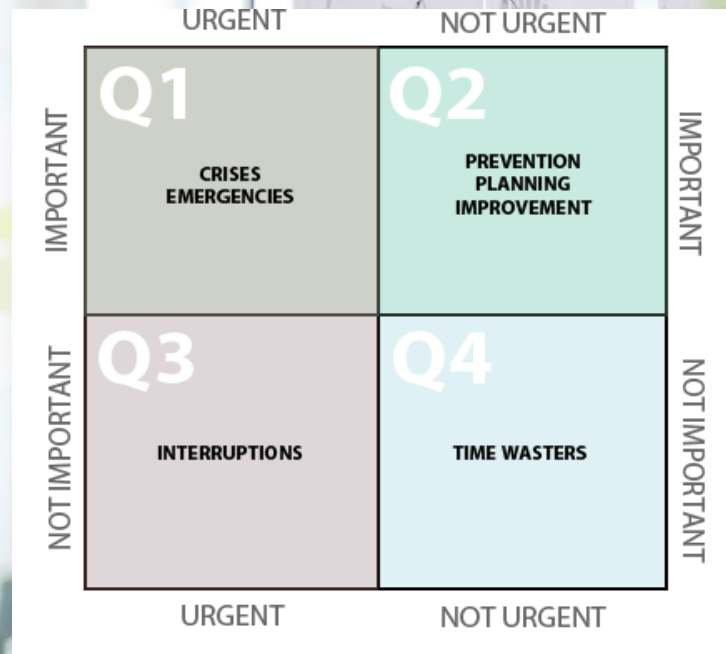
MASTER LIST

1. List all the tasks you have to do. At this stage it doesn't matter how large or how small they are.
2. Separate these tasks into those:
 - that don't happen often and which can be planned well in advance
 - that occur more frequently but which are also expected
 - that occur regularly but cannot be identified precisely
3. Then introduce a time element.
 - what can you plan on a monthly or yearly basis.
 - think about planning on a weekly or daily basis.
4. Allow for the unexpected

ACTION PLAN

Target:			
Make adjustment to record system			
Activities	Term	Assessment of completion - how	Resources or help needed
<i>Go through past records</i>	3.4.2018		<i>Access to last years records</i>
<i>Check the needs of the users</i>			
<i>Prepare draft for changes</i>			
<i>Make adjustments to policies</i>			
<i>Change the physical set up</i>			

Time management techniques: prioritising tasks



Q1 Tasks are both urgent and important.

Require our immediate attention and also work towards fulfilling our long-term goals and missions in life. Typically consist of crises, problems, or deadlines.

Q2 Not Urgent but Important Tasks

- Activities that don't have a pressing deadline, but nonetheless help you achieve your important personal, and work goals as well as help you fulfill your overall mission as a person
- Typically centered around strengthening relationships, planning for the future, and improving yourself.

Q3 Urgent and Not Important Tasks

Activities that require our attention now, but don't help us achieve our goals or fulfill our mission. Most are interruptions from other people.

Q4 Not Urgent and Not Important Tasks

They're primarily distractions.

Time management techniques

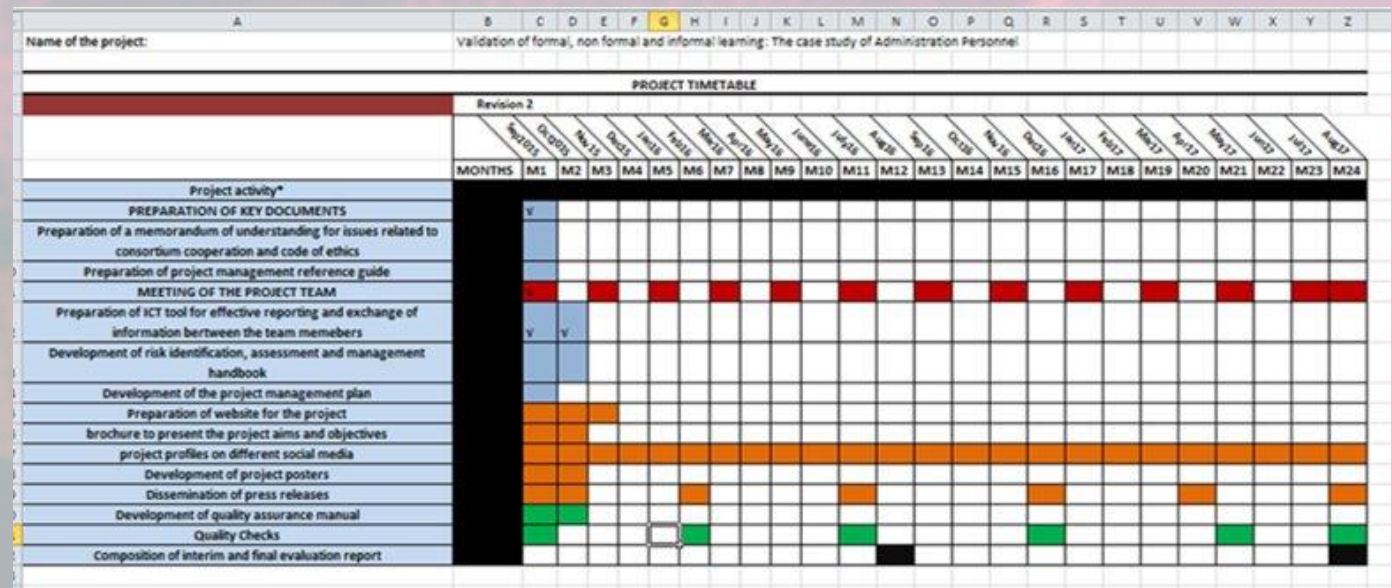
PEOPLE MANAGEMENT

Time wasters: always appear when you're in the middle of a job and expect you to sit back and listen to what they have to say.

Askers: learn to know the person who is doing the asking. If it's a one-off, try to help. If it happens over and over again perfect the art of saying 'no' nicely.

DELEGATING: to assing another person to carry out specific tasks

GHANT CHART: see example





Which one is correct?
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Mastering Time Management

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Business Goals

- are the broad primary outcomes towards which effort and actions are directed in a business.

Business Objectives

- differ from business goals in the sense that they are measurable and specific.

The process of **linking individual and company goals** starts at the top and moves down the organizational structure to the individual.

Good targets are SMART

They also should be: **easily understood**
supported by manager and colleagues

Revision Questions

1. What is the difference between business goals and business objectives, and why is it important to distinguish between the two when planning and managing tasks?
2. Explain the S.M.A.R.T.E.R. method for setting objectives and describe how the additional "R" (Readjust) helps in achieving long-term goals.
3. How can tools like a Gantt Chart and effective delegation enhance time management, and what key steps should be followed when assigning tasks to others?

WELL DONE!



You have completed Unit 4.7



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