

Office Procedures



CHAPTER 2 MANAGING & ORGANIZING YOURSELF



Time Wasters



What do employees do *unintentionally* that end up wasting a lot of time?

- Ineffective communication

- Unclear and inaccurate information, causing misunderstandings

- Poor telephone usage

- Being unprepared (no materials, no pen/paper)
- Using the phone when email or fax would be better
- Making personal calls during work hours

Time Wasters...



- Inadequate planning

- Not being prepared for the time or effort needed to do a task

- Chatting with clients / co-workers

- Entertaining visitors while they wait for their appointment with a colleague
- Standing around the water cooler

- Disorganization

- Paper, paper everywhere!
- Half-finished jobs piling up



Time Wasters...



● Procrastination

- “Why do today what I can put off till tomorrow?”
- I just don’t feel like it!
- I don’t have time for this.
- I have too much other work to do.
- There’s no rush. It’s not due for another week.
- Wait! I gotta do Facebook first!!



Manage Your Time



- If you struggle with getting things done on time, consider these points...
- Set goals
 - A goal should challenge you
 - A goal must be reasonable
 - A goal should be specific
 - A goal must have a deadline
 - A goal should be flexible



Manage Your Time



- Analyze your time
 - Keep a log of time spent on tasks
- Set priorities
 - Use a to-do list
 - Prioritize the tasks
- Simplify repetitive tasks
 - Create templates in Word or Excel
 - Look for a faster, more efficient way



Manage Your Time...



- Organize your work area
 - ▣ Don't move the same stack of papers a thousand times
- Reduce interruptions
 - ▣ Don't chat with clients/co-workers any longer than necessary (on the phone or in the office)

Manage Your Stress



- Causes of workplace stress include...

- Work overload
- Balancing the pressures of job and family
- Being a single parent
- Elderly family member needing special care
- Economic pressures
- Being angry with others



Manage Your Stress



- Chronic stress is harmful to your health

High blood pressure
Kidney damage
Cardiovascular disease
Migraine headaches
Ulcers
Elevated cholesterol
Cancer
Weakening of the immune system



Depression
Withdrawal
Deep-seated anger
Loss of self-esteem
Self-rejection
Suicide

Manage Your Stress



- Reduce stress by...

- Balancing work and play
- Don't be a perfectionist
- Recognize your limits
 - Symptoms include anxiety, headaches, panic attacks, etc
- Exercise
- Eat right
- Get enough sleep

Manage Your Anger



- Why do we get angry?

- Ignorance of others / other cultures
- Belief that we are being treated unfairly
- Feeling hurt
- Fear of losing our job or a promotion
- Feelings of inadequacy when faced with something new or challenging
- Feeling out of control

Manage Your Anger



- How can we reduce anger?
 - Relax: deep-breathing exercises
 - Use positive self-talk
 - Walk away
 - Talk to someone about the problem
 - Attempt to solve the problem

