



DWFS OPPORTUNITY PROCESSING OUTLINE: TIME MANAGEMENT

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| DWFS TEAM MEMBER Jennifer New Hire | JOB POSITION Team Lead | DAYS WITH THE COMPANY 60 days |
| STEP 1: JENNIFER'S INTRODUCTION <ul style="list-style-type: none"> • WHO ARE YOU? • WHAT'S YOUR POSITION? • WHAT'S YOUR QUESTION? | STEP 2: PARTICIPANT FEEDBACK <ul style="list-style-type: none"> • CLARIFYING QUESTIONS • JENNIFER'S IDEAL OUTCOME* • BARRIERS & CHALLENGES • SOLUTIONS | STEP 3: BEST-PRACTICE SPEAKER MORIAH JOHNSON TALKS ABOUT THE BEST-PRACTICE BEHIND SELF-MONITORING |

HOW DO I: (PRESENTED BY JENNIFER)

- **I am up to my knees in opportunity... How do I better manage my time to better meet my performance goals?**

CLARIFYING QUESTIONS: (ASKED BY PARTICIPANTS)

- What do you mean by "opportunity?"
- What are your performance goals?
- What are you currently doing to manage your time?
- How many case managers do you oversee?
- What are your priorities?
- Do you currently have a work mentor?
- What are your daily duties as a lead?
- How tenured are your case managers?
- How well do you know your staff?
- What technology tools do you utilize?
- What advice do you give your team regarding time management?
- What are your bottlenecks? What seems to be getting in the way of getting things done?
- On a scale from 1-10, how good are you at basic organization?
- How do you encourage your team?
- How long will you be carrying the WIOA caseload? When can you focus on your new position?
- What resources are available to help you learn about SNAP and TANF?
- On a scale from 1-10, how effective is your delegation of tasks?

MY IDEAL OUTCOME IS: (PRESENTED BY JENNIFER)

- **To increase customer satisfaction and ensure a monthly accuracy rate of 95% or better, while also decreasing my stress and anxiety.**

WHY IS IT SIGNIFICANT TO ANSWER JENNIFER'S QUESTION? (ANSWERED BY PARTICIPANTS)

- So she can meet goals
- We all have similar challenges
- Increase productivity
- Increase customer satisfaction
- Relate to duties and challenges and learn different best practices
- Make her a role model for her team
- Improve workflow- things will be smoother
- Reduced stress and anxiety
- Better self-care habits

- She will feel like she is adding value to the team and the customers on a higher level
- Improve her self-confidence
- The more she knows, the less stressed she will be
- More time to help her team
- Her team morale and relationship building
- Practice self-awareness
- Enjoy coming into work
- Her team will feel more comfortable approaching her and with questions and concerns
- The entire team will excel if they model her behavior

BARRIERS & CHALLENGES – WHAT ARE JENNIFER'S BARRIERS & CHALLENGES?

- Interruptions
- Everything is a priority
- Fear of being under valued
- No work mentor
- Not being comfortable delegating tasks
- Team members have different work habits
- Wants to be in several places at the same time
- Lack of boundaries
- Pushback from direct reports or supervisors
- Not feeling comfortable asking more experienced co-workers for help
- Uncertainty regarding her role
- The fact that she still is learning SNAP and TANF
- Constant changes
- Lack of communication
- Still has a WIOA caseload
- Not familiar with program guidelines
- Maintaining a level of authority
- Too many meetings and other things scheduled
- Not having a firm understanding of staff members and who brings what skillset to the table
- She does not say 'no'
- Self-doubt or lack of confidence
- Current state of events; COVID-19
- Not enough staff
- Does not have adequate technology to do her job
- Moving from a 'friend or peer' to a manager
- Personal issues

SOLUTIONS – WHAT ARE SOLUTIONS TO JENNIFER’S POTENTIAL BARRIERS AND CHALLENGES?

- *SET BOUNDARIES*
- *PLAN YOUR DAY IN ADVANCE*
- *CREATE A DETAILED CALENDAR*
- *LEARN FROM OTHER SUPERVISORS HOW TO DELEGATE TASKS*
- *VIEW DELEGATION AS AN OPPORTUNITY FOR GROWTH*
- *CREATING OFFICE HOURS*
- *911 TASK MODEL*
- *REQUEST TRAINING FOR HERSELF*
- *ASK UPPER MANAGEMENT FOR HELP AND GUIDANCE*
- *HOLD YOUR TEAM ACCOUNTABLE WITH SELF-MONITORING*
- *SPEND SOME TIME AND IDENTIFY WHAT IS NOT IMPORTANT*
- *SET DAILY SMART GOALS*
- *GET TO KNOW YOUR STAFF A LITTLE BETTER*
- *INSTEAD OF A WEEKLY TASK LIST, CREATE A DAILY TASK LIST*
- *USE MICROSOFT TEAMS AND OUTLOOK CALENDAR EFFECTIVELY*
- *HAVE SMALLER QUESTIONS SENT TO YOU VIA EMAIL*
- *TAPPING IN TO STAFF STRENGTHS*
- *DEVELOPING SOME TEAM EXPERTS TO HELP YOU*
- *SET DAILY TASKS AND DON’T OVERREACH – MAYBE 2-3 GOALS*
- *SET UP A MENTOR AND BUDDY TEAM PROGRAM FOR STAFF*
- *ASK TEAM TO SAVE NON-URGENT QUESTIONS FOR 1:1 STAFFING TIME*
- *BUILD A DESK GUIDE TO HELP YOUR TEAM WITH BASIC ANSWERS*
- *TEACHING YOUR TEAM HOW TO RESEARCH AND FIND ANSWERS; SOLUTIONS DRIVEN*
- *TEAM TRAINING DAYS*
- *HAVE A MORNING MEETING – SHORT AND TO THE POINT*
- *DEVELOP ‘RITUALS’ TO GET YOU BACK ON TRACK*
- *SELF-REFLECTION AND UNDERSTANDING YOUR NEEDS*
- *TRACKING YOUR TIME FOR THE DAY*

BEST PRACTICE SPEAKER: (MORIAH JOHNSON ANSWERS JENNIFER’S QUESTION)

- **SELF-AWARENESS**
 - JENNIFER NEEDS TO BE AWARE OF:
 - WHO DOES SHE WANT TO BE AS A LEADER? THIS DRIVES INDIVIDUALITY AND THE APPROACH TO HOW SHE WORKS WITH HER TEAM.
 - WHAT TIME MANAGEMENT TRICKS ARE GOING TO WORK FOR ME? MAYBE TO-DO-LISTS? WHAT’S IMPORTANT, WHAT’S UNIMPORTANT?
 - WHAT DO I WANT TO ACCOMPLISH?
 - HOW DO I WANT TO WORK WITH MY TEAM?
- **PRIORITY MANAGEMENT**
 - GET DIRECTION FROM PD OR SUPERVISOR
 - WHEN SITTING DOWN AND MAKING TO-DO-LISTS, I USE THE 80/20 PRINCIPLE
 - NOT EVERY TASK IN THE DAY IS OF EQUAL IMPORTANCE!
 - 20% OF THE TASKS FOR THE DAY ARE RESPONSIBLE FOR 80% OF THE OUTCOMES YOU ACHIEVE
 - BASED ON THIS, WHAT IS THE ROI? (RETURN ON INVESTMENT)
 - DESK-AID EXAMPLE*
- **SMART GOALS**
 - REALISTIC AND RELEVANT
 - IF YOUR TO-DO LIST HAS 25 THINGS, IS THAT REALISTIC? IS THAT RELEVANT? IS THAT ACHIEVABLE?
 - IF YOU START A TREND WHEN YOU’RE NOT MEETING GOALS, YOUR DESIRE TO CONTINUE CREATING AND REACHING

GOALS WILL GO DOWN

- MORE MANAGEABLE, BITE SIZED PIECES – WHAT CAN I ACTUALLY ACHIEVE ON THE DAY?
- **GET COMFORTABLE SAYING NO**
 - DYNAMICALLY SAYING 'NO'
 - 'I THINK THIS IS A GREAT TASK AND I'D LOVE TO TACKLE THAT, BUT CAN I GET AN EXTENSION ON THE TIMELINE?'
 - "I HAVE XYZ TO ACCOMPLISH, CAN WE TACKLE THIS TOMORROW?"
 - I WANT TO BE SURE I HAVE THE NECESSARY TIME TO ACCOMPLISH THE TASK WELL!
 - QUALITY OF YOUR WORK IS MUCH BETTER WHEN YOU'RE NOT MULTI-TASKING
 - INTERNAL CUSTOMER SERVICE & INTERNAL COMMUNICATION
 - HIT ALL FOUR CORNERSTONES – PROVIDE UNDIVIDED ATTENTION
- **TECH HELP**
 - EVERNOTE APP
 - RESCUE TIME APP – HELPS YOU TRACK HOW LONG IT TAKES TO ACCOMPLISH TASKS DURING THE DAY
 - REMEMBER THE MILK APP
 - TOGGL – WHAT AM I DOING WITH MY TIME DURING THE DAY?
- **DO NOT PROCRASTINATE**
- **IF YOU ARE MANAGING TIME WELL, YOU ARE MEASURED AND YOU ARE CALM!**

QUESTIONS:

- WHEN IS THE SOLUTION 'NOT MORE TIPS AND TRICKS?'
 - ANALYZING TIME STUDIES
 - TOO MUCH WORK TO BE DONE
 - CAN'T ACCOMPLISH 500 THINGS AT ONCE
 - HAVING HARD, CONCRETE NUMBERS TO MAKE YOUR CASE!
 - OPTION 1: IT'S TOO MUCH WORK I CAN'T DO IT (WRONG)
 - OPTION 2: COME PREPARED, KNOW THE NUMBERS, AND MAKE THE CASE FOR WHY SOMETHING ISN'T POSSIBLE. ADVOCATE FOR YOURSELF AND YOUR TIME! BE SOLUTIONS DRIVEN
- **WHAT DO YOU DO WHEN THINGS TAKE LONGER THAN EXPECTED?**
 - OVERSHOOTING – GIVE YOURSELF SOME WHITE SPACE ON THE CALENDAR
 - BUILDING TIME IN FOR INTERRUPTIONS – KNOW THIS IS GOING TO HAPPEN AND BE PROACTIVE
 - KNOWING WHAT'S GOING ON IN YOUR CENTER
 - GIVE YOURSELF MORE TIME THAT YOU THINK YOU NEED
 - SMART GOALS – UTILIZING TIME BOUNDARIES AND BEING REALISTIC
- **JUGGLING MULTIPLE TASKS AND SWITCHING BETWEEN THINGS...**
 - MORIAH TRIES TO TACKLE THE HEAVIER/DETAILED TASKS IN THE MORNING (FRESHER IN THE MORNING)
 - SELF-AWARENESS – WHAT WORKS BEST FOR YOU? WHAT MAKES YOU MOST SUCCESSFUL?
 - IF IT'S A HUGE PROJECT, TAKE BREAKS IF NEEDED; GIVE YOUR BRAIN A BREAK!
- TRIAL AND ERROR
- FAILING IS OKAY! SELF-REFLECT AFTERWARDS 😊
- WHAT TIME MANAGEMENT TOOLS DO YOU THINK WORK BEST NOW THAT MOST OF US ARE AT HOME?
 - FOR MORIAH, SHE HAS LES DISTRACTIONS AT HOME
 - FIGURING OUT WHAT YOUR NEW REALITY LOOKS LIKE
 - SHIFTING PERSPECTIVE TO BE MORE COMFORTABLE WORKING FROM HOME
 - PAYING ATTENTION TO MY CALENDAR
 - SET A MORNING TASK LIST
 - IN THE EVENING, LAY OUT MY NEXT DAY* PREP FOR THE NEXT DAY
 - BE FLEXIBLE WITH YOUR OWN TO-DO-LIST!

