Managing Multiple Priorities at Work

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# Work/Life Program: How We Support Employees & Family Members

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Features of the Work/Life Program

- Confidential
- No Cost
- Employees & Family Members
- 24/7
- 800-833-8707
- www.myccaonline.com
- Company Code: CUNY
Objectives

• What is a priority?
• Questions to ask about your work.
• Dealing with interruptions
• Learning to say “no”
• Difficulty delegating?
• Perfection
• Procrastination
• Best Practices
What is a priority?

Some definitions:

- Something that precedes something else or goes first
- Something meriting attention before competing alternatives
- A status assigned to a task or goal to communicate immediacy
How do they communicate this to others?

• "It's a priority."

• "I need it today/yesterday/asap."

• "Stop everything."

• "It's urgent/critical/an emergency."

• "The CEO needs it right away."

• "I need you to stay late tonight."
Who do we defer to?

• The person who will cause us the most trouble if we don't put them first

• The person we like the best or who is nicest to us

• The person whose input will be most important for our annual review
Questions about the work itself:

• What is the work?
• When is the deadline?
• How much time will it take?
• Who is asking for it?
• Is there any flexibility with the deadline?
• Is there someone else who could do it if necessary?
Questions to ask about your own work:

- Can I do this and get my other work done too by 5:30?
- Do I have any flexibility with the time I leave today? Or come in tomorrow?
- What do I have planned for the rest of today - at work? Personal?
- How flexible can I be around these plans?
- What is your energy like at this point?
- What would be your ideal solution to the situation?
Considering your options

• What if I say yes, what if say no?

• What is important to me? to them?

• Balance completing task /maintaining relationships

• Win/win situation?

• Can we resolve this?

• What can I live with?
Have you made the right decision?

• Do your best
• Hope for the best
• No written-in-stone right or wrong answers
Interruptions

External Diversions

• Email
• Instant messaging
• Phone calls
• People stopping by

Our Own Behavior

• Difficulty saying no
• Difficulty delegating
• Seeking perfection
• Procrastination
Difficulty Saying No?

Some potential reasons:

• Not wanting to disappoint
• Believing that "no" is never an option
• Fear of appearing unhelpful or uncooperative
• Fear of the decision coming back to haunt you on your annual review.
• Having to work hard and long provides a feeling of importance
Difficulty Delegating?

• It's hard to let go
• Believing no one can do the work as well you
• Might as well do it myself - it will take too long to show someone else
• "I can't trust anyone else to meet the deadline and do it the way I want to."
• "I feel guilty asking someone else to do this when I can do it myself."
• "Feeling like a failure if you can't do it yourself."
Seeking Perfection

• Some potential reasons:

• "I will write the all-time best report that's ever been submitted. Then they'll promote me . . ."

• "Not being able to stop and let it go.

• If it's not perfect, I can't submit it.
Procrastination

Why do people procrastinate?

• Must do something they don't want to do
• They like living on the edge
• Work best under pressure.
• Are fearful how another person might react
• Aren't sure about what needs to be done
• May be worried about what will happen once this item gets done.
Best Practices

- Plan
- Anticipate
- Don’t micromanage
- Set priorities
- Review progress
- Be aware of time wasters
Best Practices

• Focus on one thing at a time
• Resist constantly checking e-mail
• Eliminate distractions
• If it takes less than 2 minutes just do it!
• Be organized
• Only have on your desk top what you are working on
• Self-care - don't get burned out
  • Sleep, exercise, nutrition and stress management
Wrap Up

• Behaviors you want to change?
• Specific action steps
• Create your priority list
Thank you!