



# Managing Multiple Priorities at Work

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



Personal	Child Care	Elder Care	Daily Living	Work-Related
Mental Health	Parenting/Child Development	Living Arrangements	Home Improvement	Work Stress
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# Features of the Work/Life Program



- Confidential
- No Cost
- Employees & Family Members
- 24/7
- 800-833-8707
- [www.myccaonline.com](http://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."



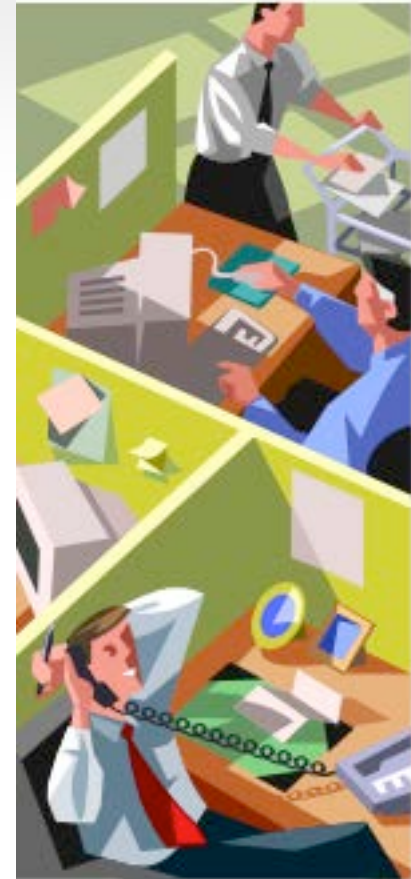
# Who do we defer to?



- 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



## 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."



## 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



- 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!