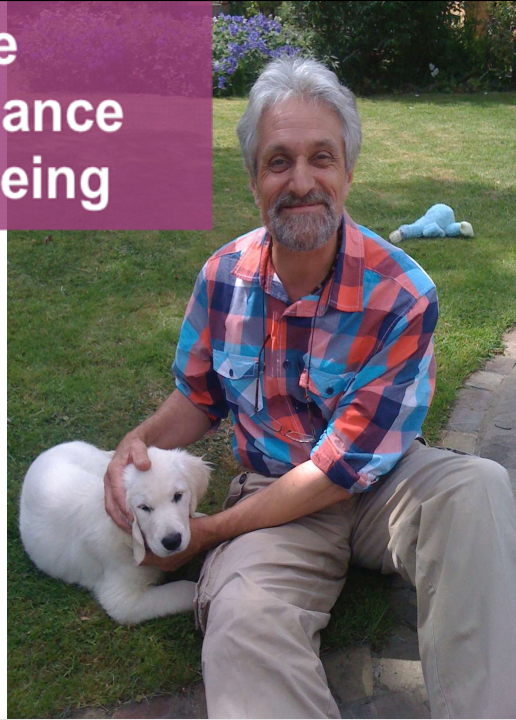


# Using effective time management to balance priorities and wellbeing

Facilitated by:  
Michael Glew



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## Webinar Objective



This webinar aims to increase our capacity to work with increased efficiency and confidence as well as increasing our ability to manage or influence others to support you in getting things done.

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## Webinar Structure



- The webinar
- The workbook
- The activities
- You will need your to do list
- Questions

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## How do we think about time?



Can we put a value on time?

Do we have time in abundance? Or;

Do we feel there is not enough time to go around?

Does time go quickly or slowly for us and when does it seem to hang heavy or just vanish?

**Have a go at answering the following poll –  
how many apply to you?**

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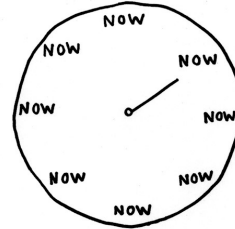
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## What time management can and cannot achieve



### Time management is not:

- Making more hours in the day
- Just working harder and longer
- Working more and playing less



### Time management is:

- Recognising those things which we should spend our time on, in order to achieve our goals
- Life in total – not just our working hours
- Avoiding wasting time
- Recognising time is one of our most important resources, and using it wisely

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## What time management can and cannot achieve



- We cannot manage time!
- We can manage ourselves by:
  - a. working more efficiently
  - b. working differently
  - c. managing our priorities
- We can manage others:
  - a. Directly
  - b. Indirectly (influencing)

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## Activity 1 - what are your top 3 priorities? Activity Page 1



“Things which matter most must never be at the mercy of things which matter least.”

Johann Wolfgang von Goethe

List the 3 things in life that means the most to you:

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## Managing Time



How do you recognise someone who is good at managing their time, what characteristics do they display that makes you recognise their time management qualities?

Give me some ideas – You can use activity 2 on page 2 of the workbook.

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## Good at managing time



### People who are good at managing time tend to:

- work smarter
- get things done
- have a good work/life balance
- good at developing and using networks
- good delegators
- someone we can learn from

- Tip – Find a role model

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## The importance of attitude



- Motivated
- A Self Belief
- Self Discipline
- A willingness to change
- A willingness to delegate
- A willingness to ask for support
- A willingness to say no

- Tip – work on your attitude to time management

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## Working efficiently



What changes in behaviour have you made to be more efficient?

Activity 3 Workbook Page 2

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## Emails – Some Tips



- . Reduce the amount of emails you send
- . Give feedback to senders
- . Plan when you are going to check your inbox
- . Switch off auto-checking on your email client
- . Use the 2 minute rule – Under 2 minutes?  
Do right away
- . Create an email filing system
- . Unsubscribe from anything you don't want
- . Brevity is a virtue
- . Use email templates
- . Use a descriptive email signature
- . Set a dedicated time each week to do a deep clean

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## Emails – Some Tips





**Practise the '4 Ds'**

**Delete:** you can probably delete half the emails you get immediately.

**Do:** if the email is urgent or can be completed quickly.


**Delegate:** if the email can be better dealt with by someone else.

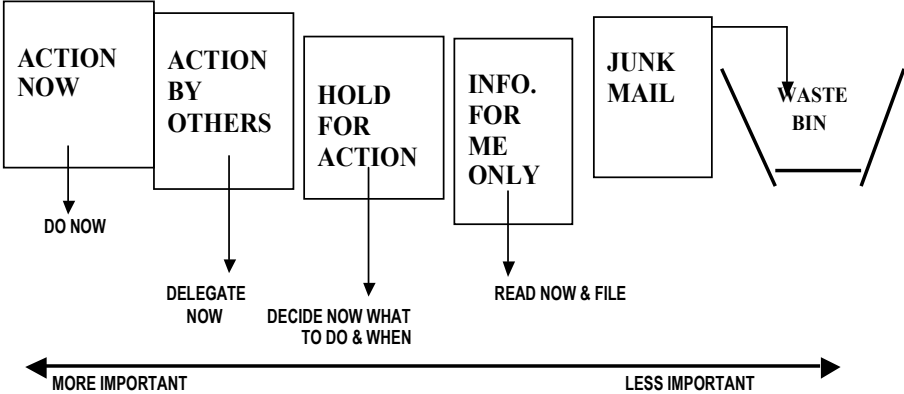
**Defer:** set aside time later to spend on emails that will take longer to deal with.

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## Handling pper – Some Tips





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## Scheduling – Some Tips



- . Set deadlines for everything
- . Schedule for interruptions
- . Schedule your priorities as early as possible
- . Don't over schedule
- . Make it physical
- . Evenings and weekends are fair game
- . Schedule breaks, - lunch, coffee, a stretch
- . Stay organised clutter doesn't help even if you think it does
- . Practise intelligent neglect
- . Don't fall into the perfectionism trap - 80:20 Rule
- . Say no
- . Reward your success

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## Meetings



Thank you for voicing that terrible idea and making this meeting last even longer.



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## Work differently



How are you working differently?  
Activity 4 Workbook Page 4

Think about what you have done or could do that is different from the way you previously worked e.g: adopting flexible / remote working!

Put some of your ideas on the chat box

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## Work differently – Some ideas




- . Use a Customer Management System (CMS) – i.e. Homeless Link's Inform
- . Don't duplicate work
- . Work on the move – Using mobile technology
- . Adopt flexible or remote working
- . Use WhatsApp or similar for meetings and communication
- . Use Service Level Agreement (SLA) ensure you stay focused on your role and avoid doing the work of others (Including tasks which are the client's responsibility).

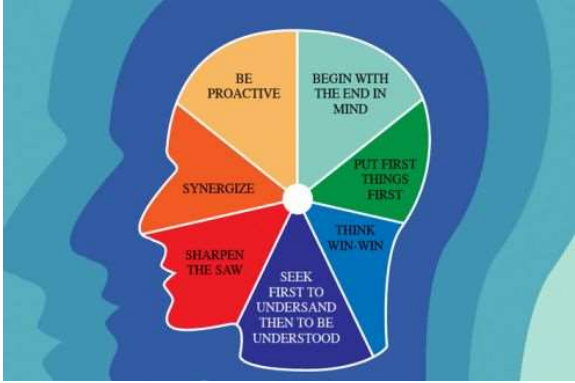
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**7 Habits**




7 Habits of Highly Effective People  
Stephen Covey



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**Habit 2 - Begin with the end in mind**

What is your mission?

- Organisational
- Job
- Personal

Activity 5 Workbook Page 5

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## Homeless Link's Vision and Mission



### Our vision

Everyone should have a place to call home and the support they need to keep it.

### Our mission

To develop, inspire, support and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.

### What will it take to end homelessness?

To achieve this ambition, we, as a society, need to:

1. Act faster to prevent people from losing their homes.
2. Ensure if you do become homeless, it's for the shortest time possible
3. Provide those with complex problems with the long-term housing and help they need
4. Support people to realise their potential and avoid becoming homeless again.

To find out more about the Homeless Link vision, download [A Place to Call Your Home](#).

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The key to the ability to change  
is a change in the sense of who you are,  
what you are about and what you value



**Put first things first**

The key to time management is not to prioritise what's on your schedule but to schedule your priorities

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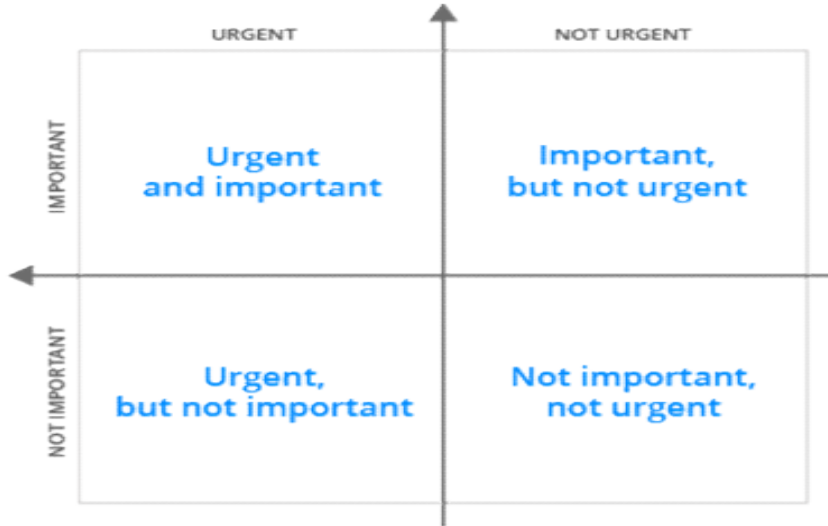


**Activity – Prioritising Time**

In workbook  
Exercise 6  
Page 6

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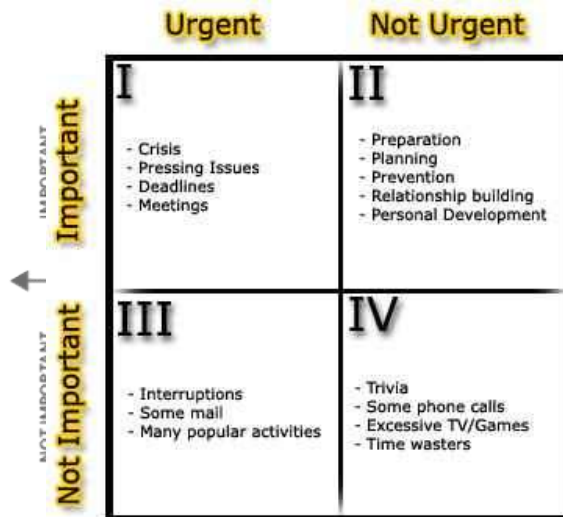
# 4th Generation Planning



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# 4th Generation Planning



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## A worked example



	<b>Urgent</b>	<b>Not Urgent</b>
<b>Important</b>	<b>I</b> <ul style="list-style-type: none"> <li>Complete referral for J.A</li> <li>Work with L.M on Job App - Closes tomorrow</li> <li>Ensure T.C pays rent arrears as agreed (by noon)</li> <li>Complete board report - Hand in 4pm</li> </ul>	<b>II</b> <ul style="list-style-type: none"> <li>Check out Homeless Link training</li> <li>Meet with new outreach worker - discuss referrals</li> <li>Plan activities programme ready for discussion.</li> <li>Go climbing</li> </ul>
<b>Not Important</b>	<b>III</b> <ul style="list-style-type: none"> <li>Attend - L+ focus group - talking shop :-/</li> <li>Sort legacy files from Spring Hse</li> <li>Catch up on email offers</li> </ul>	<b>IV</b> <ul style="list-style-type: none"> <li>See Jack to discuss his concerns about the new deco</li> <li>Return call from Unicorn stationary</li> </ul>

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## Your turn



	<b>Urgent</b>	<b>Not Urgent</b>
<b>Important</b>	<b>I</b>	<b>II</b>
<b>Not Important</b>	<b>III</b>	<b>IV</b>

Using your to-do list/memory etc.

- categorise all your upcoming tasks using the matrix.
- You can find two at the back of the workbook 1 to use now and 1 to keep as a photocopyable asset.

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**Habit 7:  
Sharpen the Saw**

A person is performing a handstand on a blue mat on a sandy beach. The person's legs are raised high, and their feet are near the top of the frame. The background shows the ocean and a rocky coastline under a blue sky.

**Sharpen the Saw**



- Read, write, relax, exercise, play, love, get involved,
- Build your resilience

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**Build Resilience**

**THE SIX DOMAINS OF RESILIENCE**

- VISION**
  - PURPOSE, GOALS & CONGRUENCE
- COMPOSURE**
  - REGULATE EMOTIONS
  - INTERPRETATION BIAS
  - CALM AND IN CONTROL
- REASONING**
  - PROBLEM SOLVING
  - RESOURCEFULNESS
  - ANTICIPATE & PLAN
- HEALTH**
  - NUTRITION, SLEEP & EXERCISE
- TENACITY**
  - PERSISTENCE
  - REALISTIC OPTIMISM
  - BOUNCE BACK
- COLLABORATION**
  - SUPPORT NETWORKS
  - SOCIAL CONTEXT
  - MANAGE PERCEPTIONS

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**Build Resilience**

Good mental health for all

Mental Health Foundation 70 YEARS

Home » Publications » Emotional Resilience Toolkit

## Emotional Resilience Toolkit

This Emotional Resilience Toolkit provides practical guidance in promoting the resilience of individuals and teams in companies as part of an integrated health and wellbeing programme.

The toolkit has been produced by Business in the Community, and the Mental Health Foundation was part of the Steering Group.

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The screenshot shows the NHS website page for 'Stress'. At the top left is the NHS logo. A red banner contains the text 'Build Resilience'. Below this is a blue navigation bar with links for 'Health A-Z', 'Live Well', 'Care and support', and 'Health news'. A search bar is visible in the top right corner. The breadcrumb trail reads 'Home > Health A to Z > Mental health and wellbeing'. The main heading is 'Stress'. The introductory text states: 'Most people feel stressed sometimes and some people find stress helpful or even motivating. But if stress is affecting your life, there are things you can try that may help.' Below this, it says: 'Support is also available if you're finding it hard to cope with stress.' The sub-heading is 'Symptoms of stress'. At the bottom, there is a footer with the URL 'www.homeless.org.uk' and the slogan 'Let's end homelessness together'. On the right side, there is a partial view of a sidebar with links for 'Mental wellbeing', 'Help with depression', 'Anxiety', and 'Low mood'.

This is a duplicate of the screenshot above, showing the NHS website page for 'Stress'. It includes the NHS logo, 'Build Resilience' banner, navigation bar, breadcrumb trail, main heading 'Stress', introductory text, sub-heading 'Symptoms of stress', footer with 'www.homeless.org.uk' and 'Let's end homelessness together', and a partial sidebar on the right.

## Top tips



- Manage your time to meet objectives rather than activities
- Make a personal To-Do list ~ use your quadrant grid
- Do not put off doing important tasks
- Be assertive – learn to say ‘No’ or learn to Negotiate
- Develop the idea of a ‘Weekly Diary’
- Are you a Morning, Afternoon or Evening person? Arrange your work accordingly
- Keep phone calls as short as possible
- Use voice mail

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### What we do

Homeless Link is the national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness.

For more information on the courses we offer please contact:

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