

28 - Time Management

DRAFT LESSON PLAN
 Department of Human Services
Target Group: All Employees
 Title: Time Management

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SUPPLIES

- *Participant packets
- *3X5 Cards
- * Masking Tape
- *Flip Chart paper
- *Markers
- *Name Tents
- *Sign in sheet
- *Pens/pencils
- * 954's
- *Treats?

Objective:

Student will efficiently use ones time to ensure maximum productivity.

Student will reduce his/her work related stress.

Students will learn the importance of establishing effective time management skills.

Inform participants about location of restrooms, break and lunch times, signing in as well as cell phone etiquette.

Opener – (Time Management Puzzle)

Give trainees 5 minutes to complete the puzzle. Ask how many completed the puzzle. Ask trainees – did they use a particular strategy or did they simply go according to the order of the words. Did they look for the easier words first or the harder words. Debrief with class. Tie puzzle into time management i.e. prioritizing words according to their level of difficulty.

Or

(Planet Hollywood Celebrity Photo Trivia)

Welcome

Welcome to Time Management training. Today we have both DHS and private agency staff here. We will go around the room and introduce ourselves (**depending on the size of the class**) but before we get started, let me tell you a little bit about this training.

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This training was developed to assist staff with effectively managing their time.

How many of you have felt that there is just not enough time in the day.

Well as you can see, you are not alone! The demands of the job are increasing yet there are still only 24 hours in a day and more importantly 40 hours in a work week. I'm sure we all have felt like we were running out of time.

By a show of hands, who wants to share a time when they felt most stressed because they did not have enough time?

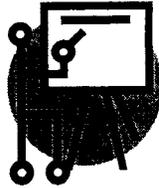
Expected responses

- *While taking a test
- *Trying to meet a deadline at work
- *Trying to get to work on time
- *Trying to get to an appointment on time

Time management isn't supposed to be about "doing more with less" or working harder so that we can carry even bigger caseloads or do even more paperwork in a shorter amount

Flipchart Exercise

Have participants raise their hands and write responses on the board.



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Wait on show of hands

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of time. It's about being more effective with our time so that we can have time to do what we really want to!! It's about looking at our behavior and recognizing what's helping and what's hindering our progress. It's about setting tangible goals and moving steadily towards them, every day. Remember what the goal is, and take small reflective steps to improve in this area.

The truth is, we all have the same amount of hours in a day, and it is what we do with the hours that are important. Susan Ward, author of many time management books, states that "*time management is actually a myth. No matter how organized you are, how many charts, calendars etc... you use, there are just 24 hours in a day. You can only do so much.*"

By show of hands--how many of you have been to a time management workshop before?

How many of you still have trouble managing your time? Well as you know, old habits die hard.

Who can tell the group about some time management tools

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(Flipchart) – write responses

Expected responses – calendar, planner

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that they are already using to effectively manage their time and how they are you using them?



Today, hopefully you will take back to your office some tools that are helpful and will be effective in assisting you with managing your time.

Flip Chart Exercise – write groups responses down or have them break into small groups to brainstorm



Well, we've talked about tools that some of you are using. Now, let's identify and talk about some time wasters.

What are some time waster activities? (write responses or have them break up into groups and write response of flip paper)

Expected responses – socializing, web surfing

Also, watch out for the “trio of destruction” procrastination, disorganization, & duplication

(Give an example of Procrastination, Disorganization,

1) Procrastination is when you put off things that you

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& Duplication)

should be focusing on right now, usually in favor of doing something that is more enjoyable or that you're more comfortable doing, however, putting off an unimportant task isn't procrastination it's prioritizing.

2) Disorganization is when you have no order. Your goal should not be to do everything in one day, but to prioritize and get organized to complete tasks in a timely fashion. A To-Do list is a simple tool, but it will save you time.

And finally, 3) duplication which is the most frustrating of them all. Having to re-do something simply because you have misplaced it can be very frustrating!

Hopefully, this next exercise will alleviate this problem! We just identified time wasters; now let's identify some time savers.

What are some time saver activities?

Write group responses on flipchart



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Here are four tips that can help you save time throughout your day:

- 1) Emails – only touch once unless important!
- 2) Socializing – limit to breaks & lunch!
- 3) Adequate planning – make a daily agenda!
- 4) File daily – put mail in case files as it comes across your desk that way when you pull the file out, the documents are in the file and you can simply punch the holes and put the document in the correct section!

As you can see, there is more to time management than just identifying time savers & time wasters. Although they are one aspect of effective time management. Setting goals and prioritizing tasks are just as important.

Let's talk about Setting Goals

Goal setting is paramount in effective time management. For a goal to be attainable it is beneficial to break it up into smaller tasks. You can have immediate, short-term and

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long-term goals which can all lead to the accomplishment of one overall goal. For example, reports can be broken up into sections. The ISP/USP does not have to be done all at once. Start the report a week in advance by adding information that is not going to change. For example, family member information can be added one person per day. Also, adding social work contacts daily is a big time saver.

Prioritizing Tasks is also important

We are defining a task as “Events, routine or non-routine, that you must accomplish each day.” Some tasks will help you accomplish your goals while others are simply routine tasks that must be done. Assigning priority to your tasks will help you organize them. This helps us work smarter, not harder.

Let’s do an exercise called “Setting Priorities”.

Take a few moments - read over the instructions and complete the handout. *(Give class a few minutes to complete-write responses on flip chart then discuss)*

Handout: “Identifying and Setting Priorities

Flip chart:
Document what workers do to prioritize.



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Give those who are late from break a sailboat.

Activity – House of Cards

Directions: Explain your task as a group is to build the tallest freestanding tower that you can. Use only 3x5 cards and masking tape. Reinforce it must be

Prioritizing and planning is an essential component to effective daily functioning. Think about how frustrating it is when you have so many things on your agenda for the day and you don't know where to start because you do not have a plan/list of priorities. A "to-do" list! This allows you to see the progress that you are making by crossing out the accomplished tasks.

Let's take a 10 minute break and when you return we will break up into small groups to complete an exercise.

Time and Budget Constraint Exercise

- I am the supply depot and I want you to choose a supplier from your group, just one person.
- **RULES.....**
 1. You may not talk to each other in your group starting now.

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<p>freestanding and cannot be connected to table or chair etc... but you can use the tools however you choose to build the tower.</p> <ul style="list-style-type: none"> • After 8 minutes: Inform them the supply depot is closing, one last visit from suppliers is allowed. • After 12 minutes: change budgets, layoffs, take away supplies, etc... • Count down last 45 		<ol style="list-style-type: none"> 2. The only person who may talk is the supplier and the only person that they can talk to is me. The supplier can come up to the supply depot as many times as you need to. I have stacks of cards and tape. Just come up and tell me what you need and I will give you what you want. 3. You only have 20 minutes to complete this task. <p>The supply depot is closing. Please come up and get your last set of supplies.</p> <p>Due to budget constraints, I will need an arm's length of tape and (5) index cards back from each group.</p> <p>You only have 45 seconds left.</p> <p>Time's up -</p> <ul style="list-style-type: none"> ➤ How did you do? ➤ What made this task difficult? ➤ How did you overcome these

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seconds.

- *Process with Group/Allow them to answer each question.*

Write group responses on flipchart



difficulties/pressures?

- What was your goal? Why were you all racing? How does this relate to your work?
- What would have made this task easier?

With the list you have generated, "what would have made the task easier"--encompasses some of the main principles behind effective time management, and you did not even need a book to tell you that, you saw it played out in 20 minutes.

Now let us break it down and talk about some tools that will be helpful with time management and productivity. These tools have proven to be effective for workers in the past. Some of you may already be using these same tools or something similar and others may not be familiar with them, so whether this is brand new to you or a refresher course develop a system and stick to it!

TOOLS

- 1) Excel: For some this may be helpful now because you have cases, others will find this helpful once they

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acquire cases. For me, I found keeping reminders (sticky notes, memos, etc.) throughout my cubicle in an organized manner really allowed me to keep abreast of reports, visits, court hearing as they came due. Color coding is also very helpful. Use Excel to create a spreadsheet of your caseload with all your due dates i.e. home visits, reports, court hearing, etc. for the year. As you complete the task, highlight and/or cross them out on the spreadsheet (show them example). This way you can track things throughout the month ... This same thing can apply to your desk calendar. Put important dates such as court, team meetings, vacation on the calendar in certain colors according to due dates.

Example: Things that are due at the beginning of each month are coded red, middle of the month are coded yellow and end of the month things are coded green.

The 2nd tool is a "Blue Book": The "Blue Book" is something one of our trainers created for herself while working as a foster care worker and everyone on her staff (including her supervisor) knew about this book. The "Blue Book" was simply a binder that she put together which contained

Pass around "Blue Book"

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<p>Handout – instructions on how to use calendar in GroupWise</p>		<p>pertinent information about her caseload. The objective was to have at her and her co-workers disposal – a “go-to” information book on all her cases. She designed the book so that in the event something happened (whether good or bad) someone else would be able to assume responsibility of her cases with full knowledge of what was going on with each case at that particular time; that meant everyone from co-workers to her District Manager. This book was an essential tool because it helped her staff when she was out on vacation or ill. It also saved her time by not having to spend minutes digging into the case file to locate information such as a birth date or Medicaid Number, she could reference the information in the “Blue Book” which she kept on her desk (in plain view) next to the telephone.</p> <p>Here are additional tools that will allow you to stay organized with respect to your time, planning and prioritizing.</p> <p>DHS people can use the calendar in GroupWise to list home visits, reports, meetings, etc. They also have a tickler system in SWSS to list due dates. However, I found GroupWise to be more effective because most</p>

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		<p>people check their emails daily and if you have anything scheduled on the calendar for that day, it will pop up on your screen as a reminder if you have programmed your groupwise to notify you. SWSS, on the other hand, does not have the pop up display so you actually have to go to the tickler screen to find out what is due. Also, printing out your SWSS FAJ reports or SWSS CPS reports will help you stay abreast of deadlines.</p> <p>Hopefully, some of this information that you have received today will be beneficial. I want to end today with another important time management tip:</p> <p>Remember the - The 4 Ds of time management</p> <p>As you set goals and prioritize your work each day you need to decide how to handle the various tasks that need doing, and how to deal with any new tasks that may arise. For this you will need the four "D's" of self-management.</p> <ul style="list-style-type: none">• Do it - This needs to be done immediately. * Delegate it - It needs to be done, but someone else can take

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<p>Small group exercise – allow group time to complete their clocks and then allow some groups to share.</p> <p>(People who were late from break were given a sailboat.)</p>		<p>care of it. * Dump it - Not important. Forget about it. * Defer it - This needs doing but not now, so it can wait.</p> <p>Most, if not all, of the tasks and activities for each day can be put into these categories.</p> <p>**Trainer Note (If you need to extend time complete next exercise)</p> <p>Now, before we leave today, let's do one more exercise. Please, on your piece of flipchart paper, draw a large clock. We are going to map out the day of Susie social worker. Here is the list of Susie's activities: return calls, attend court hearing, work on a report, supervise parenting time, handle a pop-up visit, place a child, and don't forget about breaks, lunch. Susie must complete all of these things within her normal shift.</p> <p>Well, what do you think?</p> <p>I hope this training has been beneficial for you!</p> <p>Those of you who received a sailboat please remain seated. Your ship has sailed and you missed it because you were</p>

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Read the 7 tips and elaborate on each one:

Discuss Handout and then dismiss group

late returning from break. Because of this, you have one additional exercise to complete. (Students are to remain until the hand-out has been discussed)

Turn to the last page of your hand-out which is titled - To Stop Running Late

This hand-out gives you 7 tips on how to stop running late

- 1) Plan to be early – Leave a few minutes early.
- 2) Learn to tell time – Keep track of how long it really takes for you to get the job done.
- 3) Learn to say NO – Don't over commit yourself.
- 4) See if you are a perfectionist – Don't agonize over every little thing.
- 5) Stay on track – Limit your distractions.
- 6) Get out the door – Start cleaning off your desk 15 minutes before quitting time.
- 7) Threaten yourself – If I am late, I will bring my staff donuts.