

## Time Management for Child Welfare Supervisors

Last Updated: 11/13/2017

**MDHHS**  
Michigan Department of Health & Human Services  
Office of Workforce Development & Training

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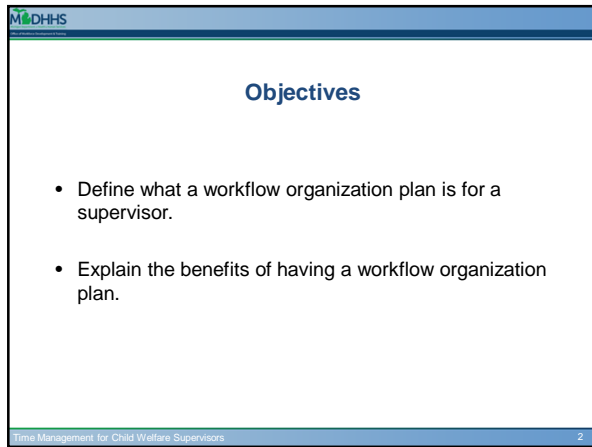
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### Objectives

- Define what a workflow organization plan is for a supervisor.
- Explain the benefits of having a workflow organization plan.

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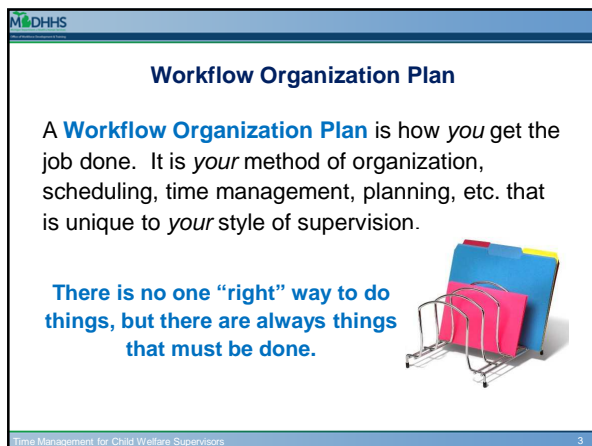
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### Workflow Organization Plan

A **Workflow Organization Plan** is how *you* get the job done. It is *your* method of organization, scheduling, time management, planning, etc. that is unique to *your* style of supervision.

**There is no one "right" way to do things, but there are always things that must be done.**



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### Workflow Organization Plan

What is your current style of managing your time?

What methods have you seen supervisors use?

Are there styles or methods that you want to adopt into your own supervisory style?

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### Workload Management Concepts

- Have a Plan
- Set Goals
- Prioritize Tasks
- Recognize Procrastination
- Manage Interruptions
- Set Boundaries
- Attention Management




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### The Key to Effective Workload Management




**Have a Plan!**

You can **wish** for a better situation, but there is a saying . . .

**Wishes are goals with NO PLAN to achieve them.**

**There is no one "right" plan.**

**Do you have a GOAL? Now you need a PLAN!**



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### Setting Goals as an Child Welfare Supervisor

**Some of your major goals are already set for you as defined by your job duties:**

- Manage your staff (HR)
- Approve reports
- Conduct meetings
- Provide guidance




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### Setting Daily or Weekly Goals

- Manage your email inbox and phone messages.
  - **FACT:** The emails/phone calls keep coming all day.
  - **GOAL IDEAS:**
    1. I will learn how to use folders in Outlook.
    2. I will identify 3 times a day to manage my email/phone calls.
- Read and approve reports.
  - **FACT:** Your workers cannot move forward until you approve their reports.
  - **GOAL IDEAS:**
    1. I will set aside 1 afternoon a week to read and approve reports.
    2. I will provide specific feedback to improve report quality.



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### Working Toward Goals



Imagine a football game. Two teams are running up and down the field **expending tremendous effort** and sustaining pain in order to get the ball to the goal . . .

At the end of the game one of the teams will explode into *joyous celebration* because **they have achieved their goal** – to win the game!

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### Working Toward Goals



Imagine now that there are **no goal posts, no end zone.**

This is what happens for people who **DO NOT HAVE GOALS.**

Goals bring VALUE to what you are doing!  
Value to YOU.

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**It is difficult to feel successful when it feels like you are never reaching your goals.**

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### Here are Some Typical Goals

- I will improve my workspace organization.
- I will learn to use MISACWIS better for supporting my staff.
- I will have a schedule and follow it.
- I will ask for help when I need it.



**Let's talk about setting effective, achievable goals.**

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**SMART Goals**

Goals that *actually work* are SMART goals, as defined below.



- S** → Specific
- M** → Measurable
- A** → Attainable
- R** → Realistic
- T** → Timely

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**Specific Tasks that Achieve Your Goals**

- To achieve a goal, you must break it down into **specific tasks**.
- You will have interruptions and detours.
- Keep **returning to the task list** that moves you toward your GOALS.



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**Prioritize Tasks:  
Covey's Time Management Quadrant**

		URGENT	NON-URGENT
IMPORTANT	1	Important tasks: You have to do them now. <b>Do</b> Urgent customer requests Quality issue Deadline driven project	Tasks you have to plan or they will become urgent. <b>2</b> <b>Plan</b> Relationship building New opportunities Strategic thinking Improving systems
	3	Tasks to delegate. Not value added tasks. <b>Delegate</b> Interruptions Some phone calls Some emails/meetings Distractions	Tasks eliminate or they will become (3). <b>4</b> <b>Eliminate</b> Trivia Busy work Time wasters

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### Prioritize Tasks

\*\*\* Get in the habit of categorizing each new task. \*\*\*

**What is Urgent?**  
For the purposes of this class, we will define URGENT as something that has to be done NOW.  
(Not unusual, but you never know when it will come up)

**What is Important?**  
For the purposes of this class we will define IMPORTANT as a task that must be performed for your job, but is not due for 2 – 10 days.  
(Come up all the time, but you never know exactly what or when)

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### Recognize Procrastination: 3 Common Causes



**PROCASTINATION**  
I'll find a picture for it later

1. The task is unpleasant
2. There is too much to do
3. Emotional factors

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### Managing Interruptions

An "Interruption" is an unplanned incident to which you must respond (but may be a part of your job).

- > Client calls with new crisis
- > Worker stops by/needs direction
- > Director stops by/calls/emails
- > Family Emergencies



Organizing and Prioritizing Your Work will Help You Better Deal with the Unexpected

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### Setting Boundaries

- You are responsible for completing your work in a timely, accurate and professional manner.
- You must *manage your time and your work space* to be successful at your job.
- Everyone around you also has *their own priorities and needs*. When people ask you for help, they are not thinking about your priorities or needs.
- It is up to YOU to protect yourself and your time and stick to YOUR PLAN.

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### Setting Boundaries Exercise

If you think that a supervisor needs to have a specific amount of time set aside as protected time, move to the right side of the room.

If you think that a supervisor should always have an open door policy move to the left side of the room.



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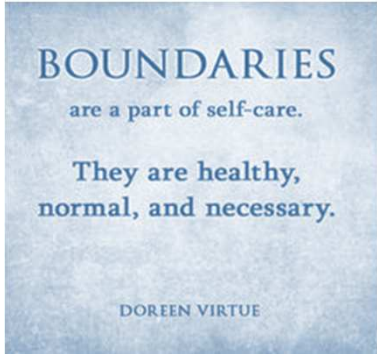
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**BOUNDARIES**  
are a part of self-care.

**They are healthy,  
normal, and necessary.**

DOREEN VIRTUE

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### Setting Boundaries



- Say NO (let's practice that)
- Help others recognize what is critical and what can wait
- Focus on one thing at a time

**Respect Your Schedule (then others will too)**



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### Time Management vs Attention Management

Attention Management is about:



- What is stealing your attention?
- How do you manage emails, text messages, & phone calls coming at you?

**Your ability to control your attention is your most valuable skill.**

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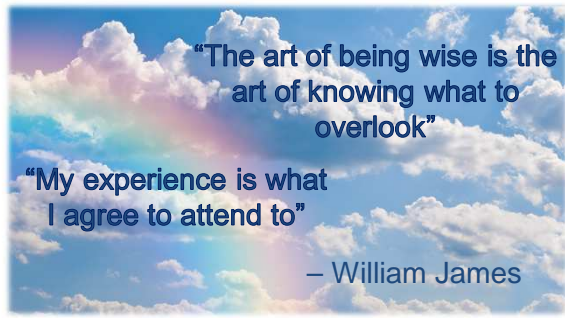
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**“The art of being wise is the art of knowing what to overlook”**

**“My experience is what I agree to attend to”**

– William James

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**Why is it important to have a plan or method for time management?**

- Helps employees with expectations
- Models time management skills
- Keeps you organized
- Helps you accomplish the job

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**Mentoring through Modeling Parallel Steps: Time Management**




**MiTEAM**

*A Leader is one who knows the way, goes the way, and shows the way.*

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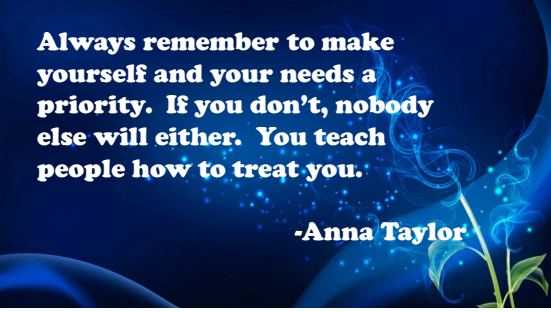
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**Always remember to make yourself and your needs a priority. If you don't, nobody else will either. You teach people how to treat you.**

**-Anna Taylor**



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### References

- Ted Talk: [Attention Management over Time Management](#)- Maura Thomas:
- [8 Ways Smart People Act Stupid](#). Published on May 15, 2017, Dr. Travis Bradberry.
- Stephen Covey 7 Habits of Highly Effective People
- [Time Management Training Institute](#)

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