

E2-E3:MANAGEMENT

CHAPTER-20

TIME MANAGEMENT

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Time Management

“Time and tide wait for none.” is a common popular proverb known to all of us from our childhood. Time is continuously flowing or passing like the flow of tide in the ocean. Nobody can think of storing or stopping it for future. In telecommunication field, all of us are provided with different resources to get our work done. Among all the resources, time is a peculiar resource and limited. All of us have the same amount of time to use it effectively to get success in our life either in our profession or personal.

“Time is precious than Gold” is a popular proverb. It is seen that Human Beings are running after gold but never seen anybody running after Time. It is simply because they never realize the value of Time till they reach at the evening of their lives.

Time is equal to Life. Wasting of Time is as good as wasting of valuable Life. Proper utilization of time is the cause of the steering in successful life.

Time What Exactly It Is?

- Can time be seen, smelt, heard, tasted, or felt?
- Can the timeless flow be manipulated, changed or influenced in any way by any of us?
- Can time be made to wait for any one
- If nothing can be done by us with time, then, what is time management?

In fact time is not managed; we manage ourselves to execute the job in available time successfully.

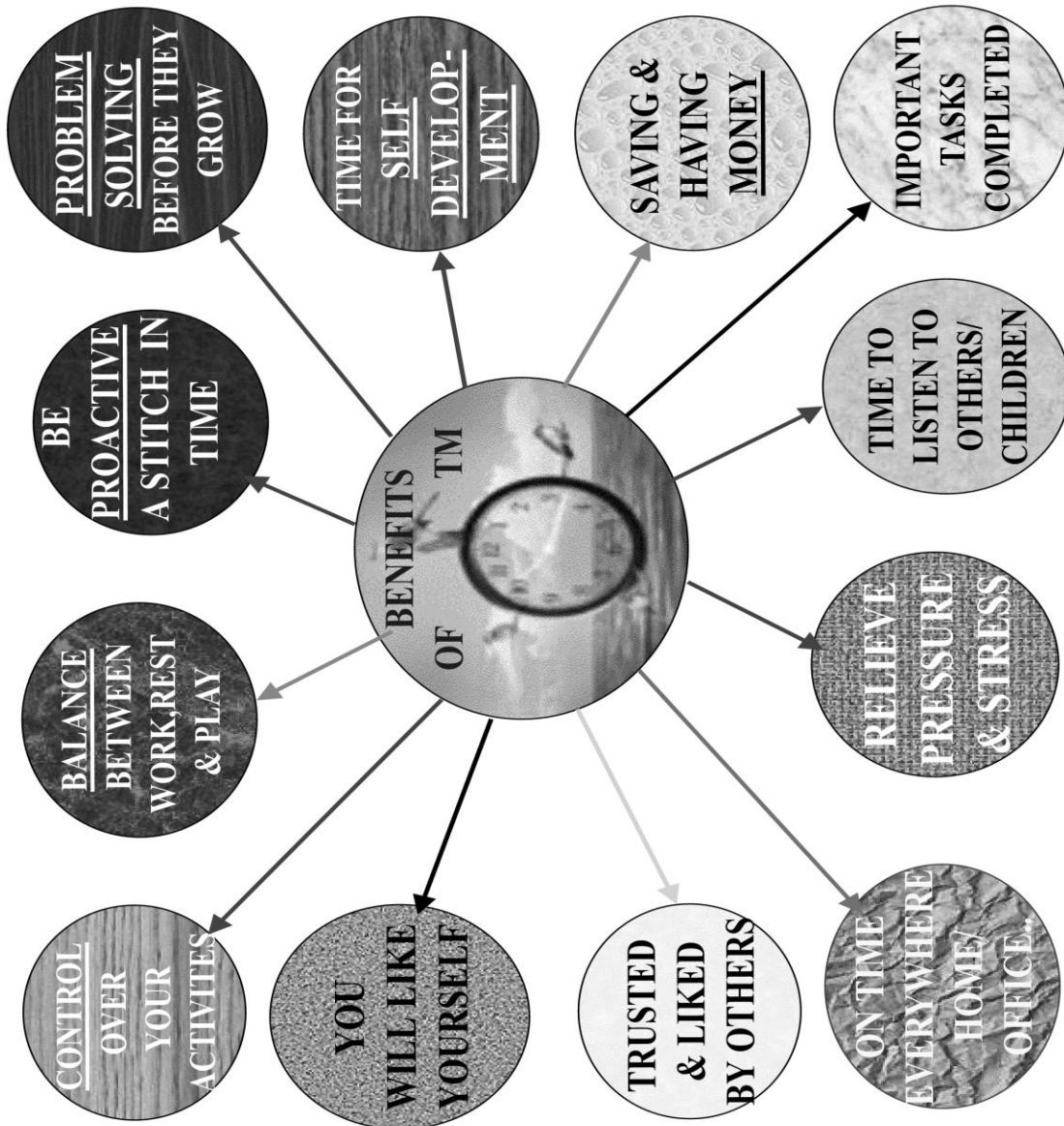
Clock Or Compass!!

- Set your compass to the goal
- Steer the life to the goal
- Enjoy the process
- Enjoy the result
- That’s how we manage time!!!
- That’s how we manage life!!
- Time management is nothing but life management.

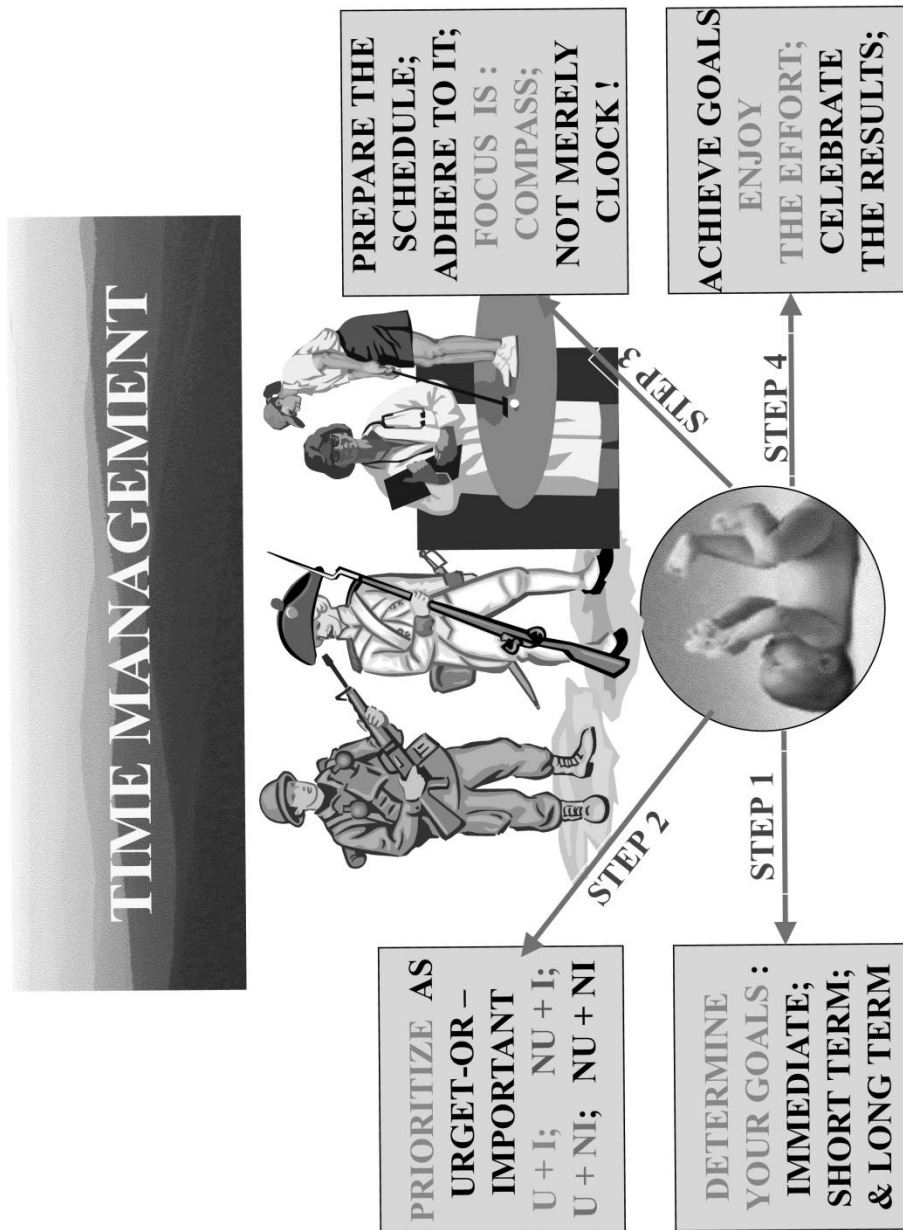
Check If –

- Do you feel timelessness for important things?
- Do you keep a diary for time management – for urgent tasks, important tasks, appointments etc?

- Do you frequently postpone many tasks?
- Are many people easily taking away your valuable time?
- Do you keep other people waiting generally?
- Are others keeping you waiting?
- Do you find time to work, rest and play?
- Do you feel stressed at any time due to lack of time?



Time Management Step



Goal & Role Determination Clarify your value system

- Identify your deeper interests
- Identify your strengths & weaknesses
- Determine your goals for a 3 - 5 year period
- Break the goals into annual goals
- Break current year goals into quarterly goals

- Now identify weekly goals for the current quarter



Clock & Compass Synchronization Grid I Urgent + Important

- Crisis
- Pressing problems
- Deadline driven task
- Meetings
- Illnesses

II Not Urgent + Important

- Long term goals
- Planning

- Preparation
- Value clarification
- Relationship building
- Empowerment

III Urgent + Not Important

- Interruptions
- Some phone calls
- Popular activities
- Some mail
- Some reports ...

IV NU + NI

- Time wasters
- Escape activities
- Some phone calls
- Spam, useless mail
- Excessive TV

Goal (& Role) Determination

LIFE ASPECT	CURRENT WEEK	CURRENT QUARTER GOAL	CURRENT YEAR GOAL	3-5 YEAR GOALS
OFFICE	1	1	1	1
	2	2	2	2
	3	3	3	3
HOME	1	1	1	1
	2	2	2	2
	3	3	3	3
	4	4	4	4
Social				
Health				
Finance				

Time Management On A Daily Basis

- Remember – time management without goal orientation - is not time management but waste of time
- Success:- plan properly + act as per plan
- Avoid urgency addiction
- Keep focus on the important
- Week's plan is the real action plan
- Keep your (5 year) vision & be enthusiastic
- Balance your roles – at office, home & society
- Keep integrity in the moment of choice
- Beware of enemy within & enemy without
- Think win-win
- Get info; give info; delegate; get feedback.

Pit Falls To Avoid

- Enemy Inside (Laziness, Ill-health, TV, Inefficiency, Indecision, Habits Etc)
- Enemy Outside (Interruptions, Phone Calls, TV, Popular Activities, Delayed Transport, Inefficiency Of Others Etc)
- Too Many Goals / Non -Synergetic Goals
Spoiling Important Relationships
- Procrastination / To Many Tasks At A Time
- Unorganized (Clutter On Table / At Home)
- Planning More / Less than CAPABILITY

Some Tips

- USE TECHNOLOGY:- Phone, fax, calculator, diary etc - to reduce repetitive work and for keeping data
- SWITCH TASKS, or take breaks after some time & come back to them after such breaks
- Communicate Effectively - Be clear with words
- Do Not copy others' "LOSER BEHAVIOUR"
- Discussion is OK & needed. But, Avoid Argument
- Gossip & Rumour – can wreck you, your home & your organization. Avoid it. It is also a time waster
- ENSURE TIME FOR PLAY – with your spouse, with children, with parents, with friends etc.
- Your plan is a guide. It need not be RIGID. Review it.

Effective Time Utilization

Sl. No.	Activities	Aggregate Time
1.	Sleep	28 Years
2.	Study and Education	10 Years
3.	Recreations/hobby/ holidays	8 Years
4.	Illness and Rest	6 Years
5.	Traveling and commuting	5 Years
6.	Eating	4 Years
7.	Getting ready (transit time)	3 Years
8.	Effective time	8 Years
	Total	72 Years

A Timely Call!

- We see that only 8 years time is generally used for effective work in the total life span of 72 years.
- Can we use at least this 8 years really effectively and purposefully to achieve our Life's goals?
- Time Management is simply Life Management. Great and Successful People were good Time Managers

Lack of Punctuality:-

Example 1. Cash counter:

The cash counter clerk is supposed to sit at about 10 am and he has not turned up till 10:45 am. The subscriber standing in a queue will get impatient; have disputes, shouting at the counter. This directly diminishes the image and creates a sense of dissatisfaction.

Example 2. Directory Enquiry position 197.

If we are not punctual in our duty at 197, then there will be no response at the enquiry position. One does not get the service and tends to conclude that the department as a whole does not function and is negligent towards customers.

Example 3. At SDO (P) 1/ JTO (O/D) Office

If the dealing assistants are not coming on duty in time, then subscriber has to unnecessary wait and this creates grievances to the subscriber.

Example No. 4 Unmanning at customer services centre.

It is very much important that the customer service centre should be properly manned during the office hours. Any lack of punctuality by Dealing Assistant will create the problem to the customers. There may be other examples like manning of 180, 181 commercial office.

Chapter 20: Time Management

Sample Self study Questions

1. Explain need hierarchy in Maslow's model?
2. What are the pitfalls in Time Management?
3. What should be the frequency of time management schedule?
4. What are the benefits of Time management?
5. What happens if there is no time management in CSC?