

Organizational Skills and Time Management

Presented by:
ATI Collision Division



Webinar Overview



Does everything go as planned and in the timeframe, you have identified? If not, this presentation will help you organize your processes and develop timetables for process implementation that will help keep workflow and customer service on track. Team organization and execution through setting expectations and developing follow up processes is key to your success.

Your Presenter



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Organizing To Set The Pace:



Setting the Pace:

- Organizing the workplace to manage it more efficiently
- Communication skills must be at a level where setting expectations and follow up become second nature
- Leadership and organizational must work hand in hand
- You've learned how to lead in previous presentations
- Establishing process steps and commit to follow them

Organizing To Set The Pace cont'd:



Setting the Pace cont'd:

- Make lists
- Identify what needs to be done
- When it needs to be done
- Create a vision of what success looks like
- Communicate clear objectives
- It's about being consistent, developing repeatable processes that are clearly communicated but also having the discipline necessary to ensure that the team follows your organizational lead

Designate Tasks

task

NOUN

1. a piece of work to be done or undertaken.

synonyms: job · duty · chore · charge · labor · piece of work · piece of business ·

Designate Tasks

organization

NOUN

1. an organized body of people with a particular purpose, especially a business, society, association,

time management

NOUN

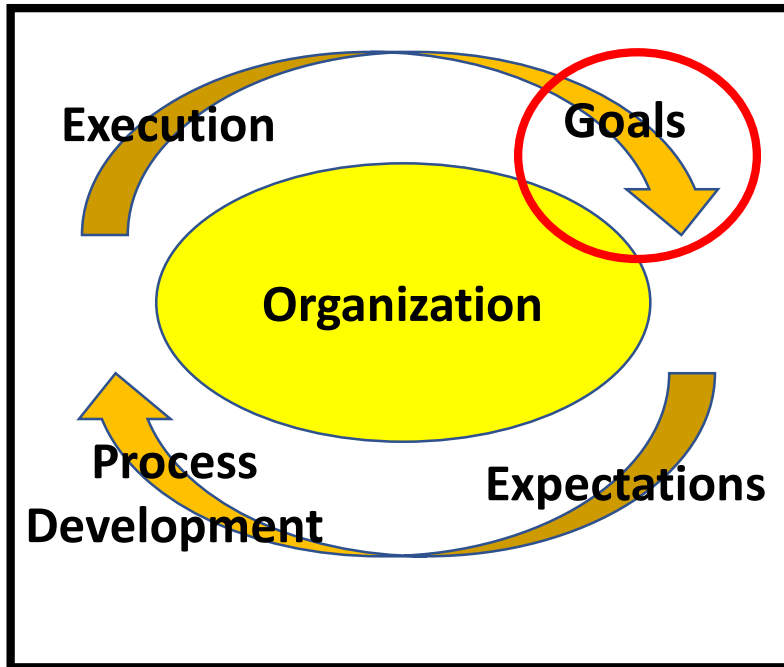
the ability to use one's time effectively or productively, especially at work.

Organization



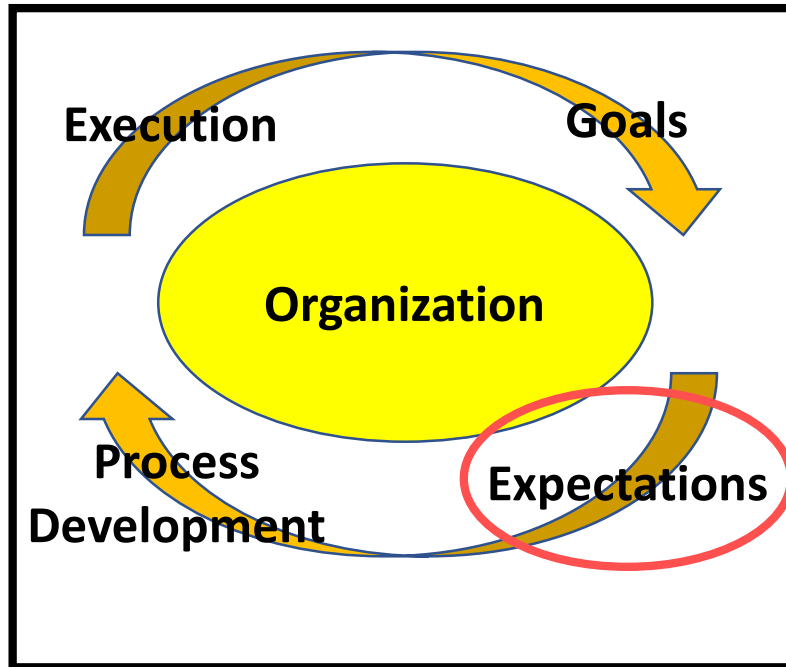
- Building process organization from start to finish
- Developing a consistent work plan
- Committing to following processes and procedures which have been determined to be the company's “roadmap” to success
- Building accountability and best practices into daily activities

Setting Performance Goals



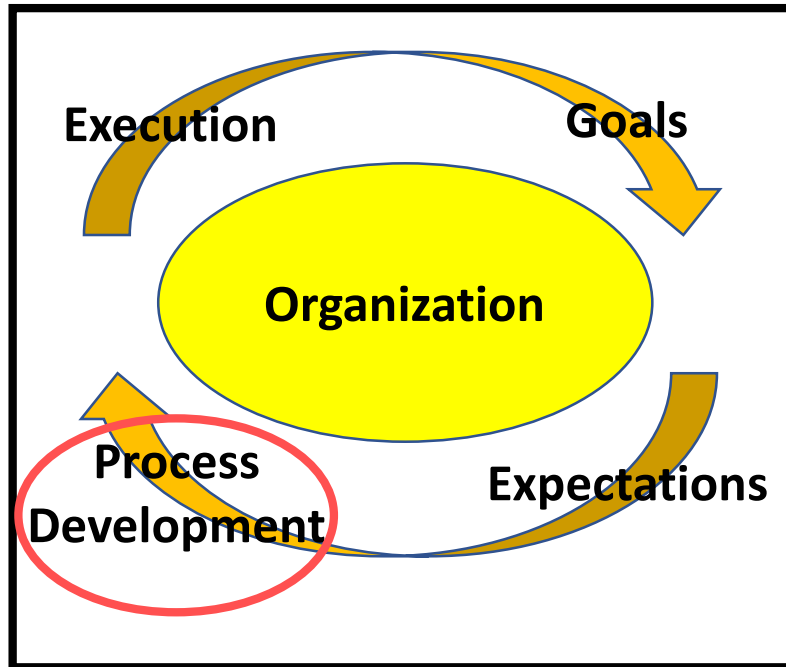
- Establishing goals that you and your team will need to establish
- What needs to be done
- When does it need to be done
- How does it need to be done
- Performance metrics and accountability

Developing Process Expectations



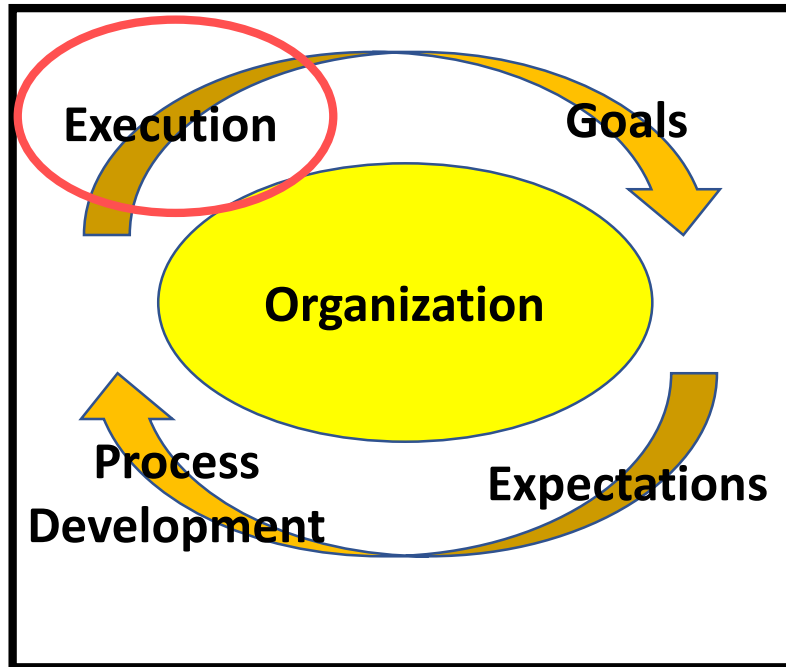
- Identifying then setting performance expectations
- This can be as specific as necessary
- Placing the task lists in order of importance
- Establishing the timing to which the goals are to be met
- Each team members responsibilities identified
- This would include the team leader
- Soliciting team input will be important here
- Their input will bring their support of the expectations

Process Development



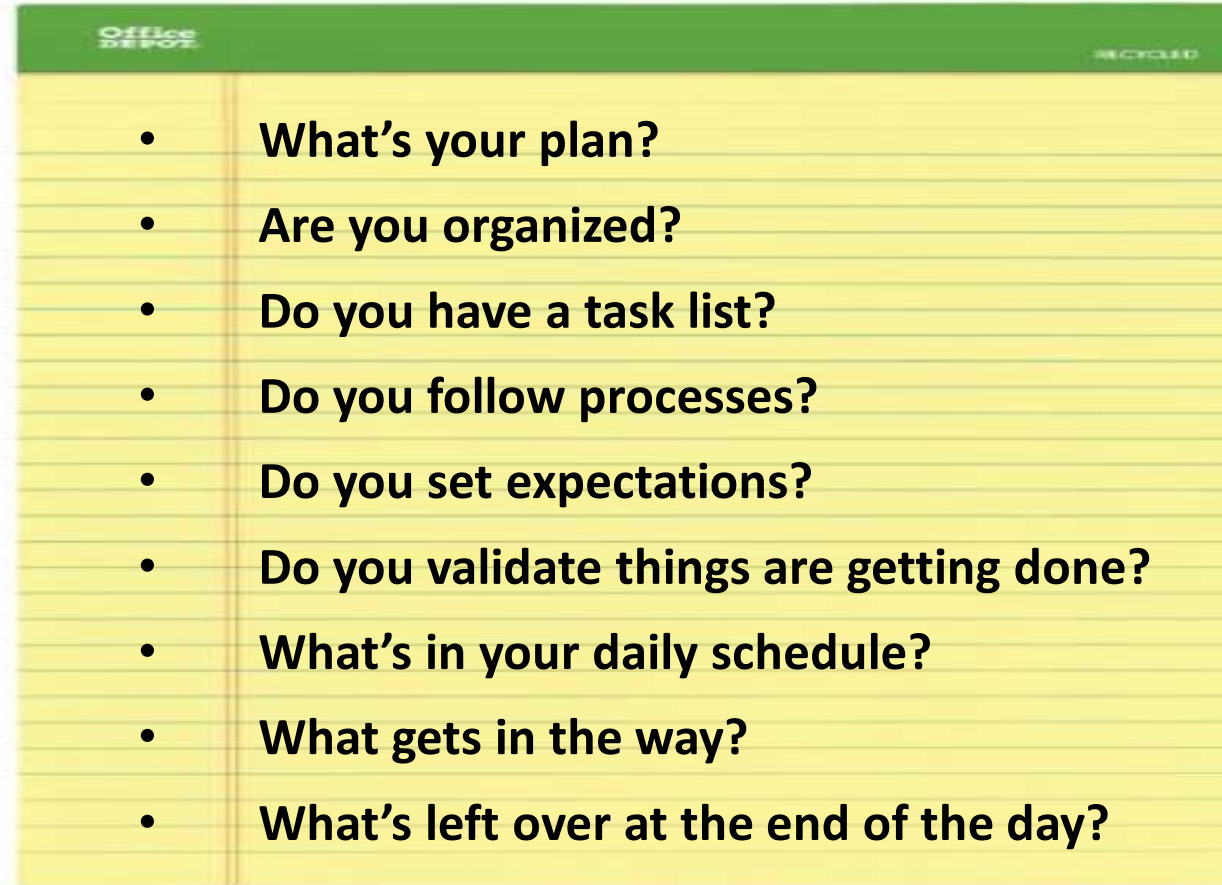
- Accountability requires all team members to “pull in the same direction”
- An overarching business plan including process steps is key to the success of the team
- This allows all the participants to observe the requirements they will need to meet and the process order
- Current and future state process maps will help identify where the organization is currently and where you want it to be in the future

Process Execution



- Establishing how the process is to be executed will be essential to its success
- This is where time management will be necessary to ensure that all participants will be able to meet process requirements
- Each set of tasks must be timed so that all obligations can be met in the timeframe that is anticipated for them
- Keeping everyone on track is the team leader's role and responsibility
- Communication is the key

Setting The Example



What Is Process Organization?

What's the plan?

- When things are left to chance, employees will do what *they* feel is right at that moment
- It may or may not align with the company vision
- How can this happen?
 - When we haven't set expectations properly
 - We haven't organized their thoughts through process development and then process compliance
 - When the team leader is disorganized
 - When outside interventions don't follow the process

Help Me Organize Myself and My Team

1 Step One

- Start simple, you must set the example
- Always have a pad of paper, notebook or some way to document your thoughts, observations or what is witnessed
- List tasks that need to be accomplished or processes that need to be adjusted
- Once listed, place the tasks in rank order
- Establish the who, what when and where relative to task completion
- Identify the timeframe for completion

What Are The Employees Doing?

How are they doing?

Observe your team and what they are doing. Is it:

- Benefitting the business?
- The best use of their time?
- Being completed in the right order?
- Measured for effectiveness?
- Too much or too little?

Do they have enough time to complete their tasks?

- If not, why not?

Are They?



- Meeting their task list requirements?
- Following the production or office work plan?
- Performing to the accountabilities been identified for them?
- Meeting their performance measurements?
- Are they “engaged”?

How About you?



- How is your workday organized?
- Are you a doer or a procrastinator?
- How often are you validating employee performance
- Do you have one on ones with your staff?
- Are you measuring both individual and team performance?
- Are you communicating results?
- Do you feel overwhelmed?

Something to Think About:

timing

NOUN

the choice, judgment, or control of when something should be done.

- Have task lists been created that identify what the employee is supposed to be completing daily? If not, why not?
 - You can't manage what you aren't measuring
- Have timeframes for performance been established?
 - You can't hold them accountable if you haven't established performance guidelines
- Are you conducting team meetings?
 - Communication is the key. It will help everyone stay focused on the expectations
- One on Ones
 - Individual meetings need to be established and followed
 - This will allow for individual conversations about performance

Time Management

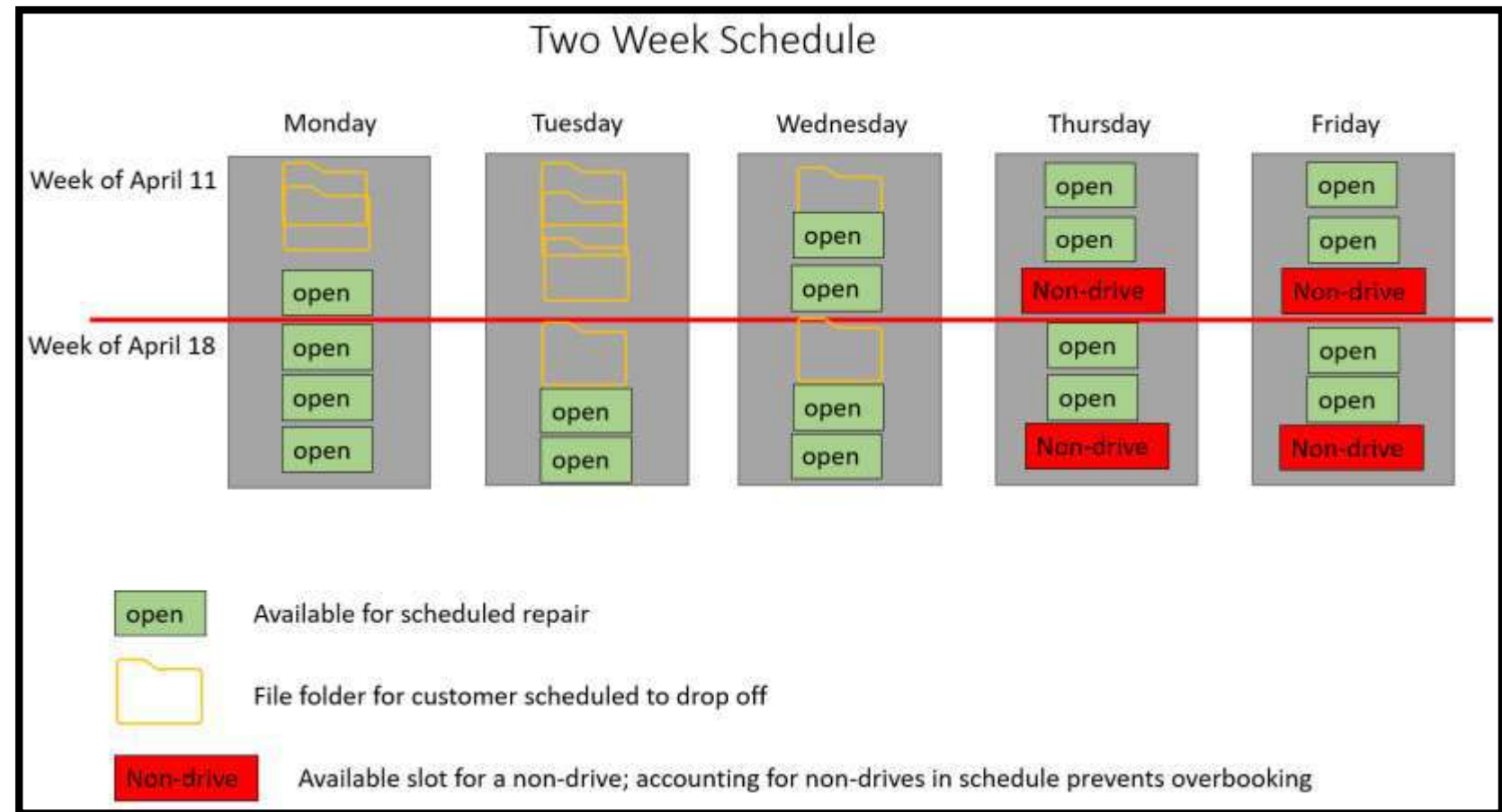


- What's your plan?
- Are you organized?
- Do you have a task list?
- Do you follow processes?
- Do you set expectations?
- Do you validate things are getting done?
- What's in your daily schedule?
- What gets in the way?
- What's left over at the end of the day?

- Time is a precious commodity that needs to be managed
- Establishing priorities and setting expectations are the key to success
- Does everyone know what they are responsible to do or complete?
- Each task should have a timeframe for completion
- Set the expectation for task execution with the employee responsible for it
- Measurements and follow up should be done to ensure that the expectations are met

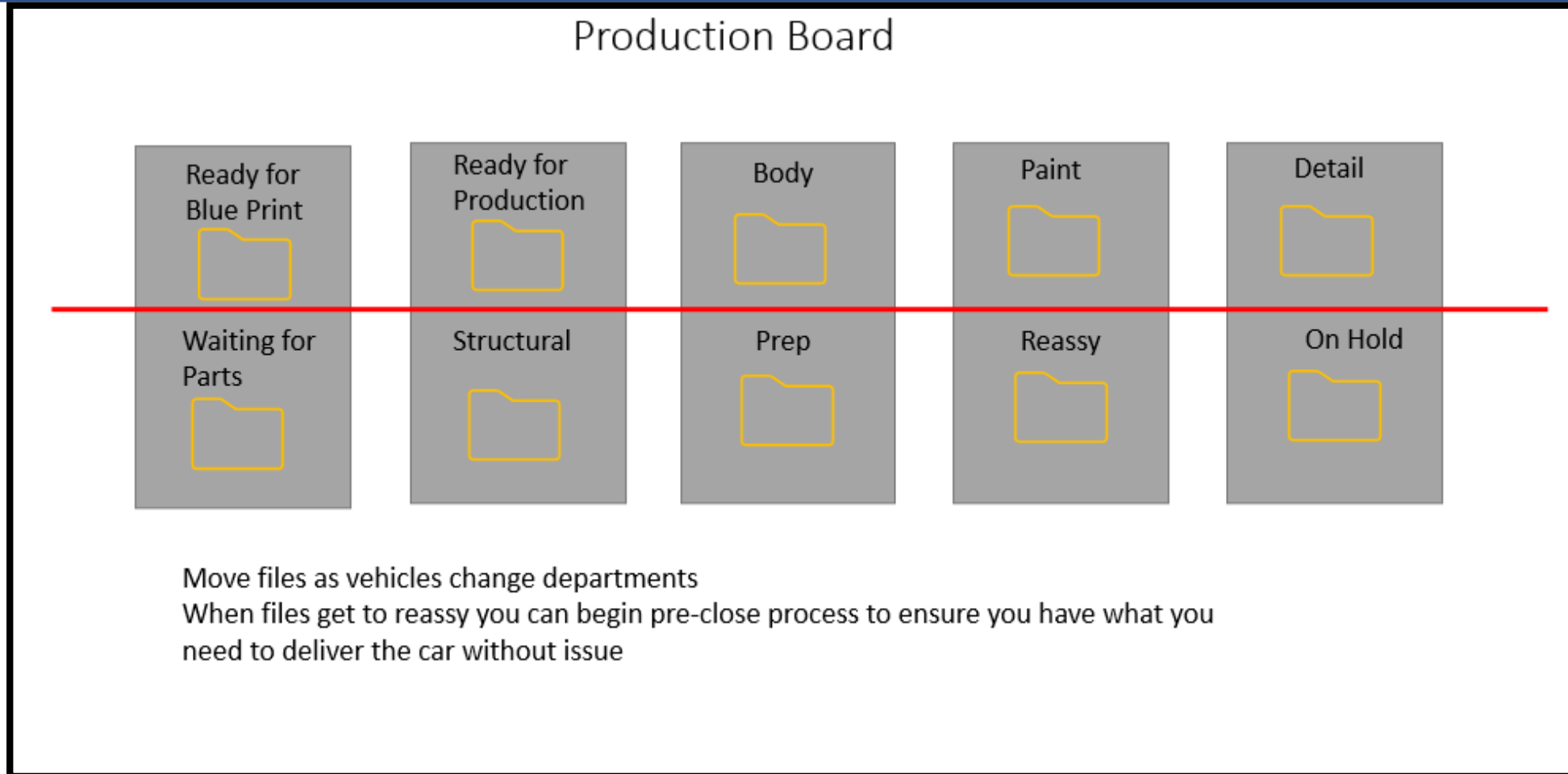
Setting The Shop Up For Success

- Organization means making sure that time spent on anything you do moves you and your team to the intended goal
- Knowing what comes next and communicating it to the team
- Wasting time is something managers and businesses can't allow to occur



Setting up Your Production Board

- Set up folders in your PC, file drawers, wall systems and production boards
- This no will provide a place to begin to organize your processes and procedures
- This will help to reduce time spent looking for things so that you can better manage your time



Organize Your Workflow

Step Two

- Once all the tasks are identified, make sure that right person is handling role relevant tasks
- If not, make sure they are properly aligned to improve efficiency
- Create a process make that allows you to see the big picture and where production or office roadblocks may exist
- Talk with your staff and make sure that critical infrastructure, materials and tools and equipment are in place and functioning. If not, have them provide input on potential changes that would eliminate waste
- Conduct team meetings to not only provide work to the employees but to also get feedback on how your processes are working

Practicing Active Listening Skills

COACHING OTHERS



- Be attentive
- Ask open ended questions
- Ask probing questions
- Request clarification
- Paraphrase
- Be attuned to and reflect feelings
- Summarize

Get feedback from your team on the effectiveness of the workflow.
This will be a constant

Your Responsibility



- Identify what needs to be done
- Set up timeframes for action and activities
- What are the target dates for completion?
- What instructions are necessary?
- When is training required?
- What will you do in your support role to help them achieve the goals?
- Be prepared to coach them through the processes
- Jump in and help if the situation requires it. It shows that you are part of the team

Getting Organized

Step Three

- Be prepared to lead the team
- Use tools that will allow you to get and remain organized so that you can in turn get the team organized
- Everything organizationally, you are asking them to do, you will need to do yourself. Doing this while monitoring the team to ensure that they are meeting expectations
- Setting a daily workplan for yourself is not only difficult to develop but at times, even more difficult to execute
- Ensuring that processes are consistent and repeatable processes
- **It takes discipline**
- Start simple then expand your worklist and timeframes as you go

Time Management for Managers

Time Management Log		
Name: _____ Today's Date: _____		
Today's Daily Goals		
Goal 1: _____	Goal 2: _____	Goal 3: _____
Goal 4: _____	Goal 5: _____	Goal 6: _____
Priority: A-Important B-Somewhat Important C-Not Important *-Urgent		

- What are your goals for the day?
- What priority ranking are each of the goals?
- Is there are timeframe for completion?
- Are any of the goals to be shared with the team?

Time Management Checklists/Logs



Start Time	End Time	Time Spent	Activity	Priority	Did you plan to do this now?	Notes/Comments/Results

- Identify the activity that will be taking place
- What priority level have you assigned it?
- What time will you start your activity?
- What time will you end your activity?
- Was this a preplanned activity?
- All important Notes/Comments/Results



Creating a Goal List

1. Write down your goal. Make sure that you provide all the detail that will be needed to make good choices and provide clear direction
 - S – Specific
 - M – Measurable
 - A – Achievable
 - R – Relevant
 - T – Time Focused
2. Break them down
 - Outline your action plans. How are you going to achieve the goals
3. Make sure they are scheduled
 - Identifying those tasks is a start, but it's still not enough to hold you accountable. In order to prioritize them alongside the rest of your workload, you need to dedicate the necessary time to them
4. Track progress

“Sticking To Your Goals and Checklist”



You must motivate yourself

- FOCUS
- Define clear, specific goals that must be reached
- Set clear performance expectations, for team members and yourself
- Think about the process not the result. If you have process compliance, the goal will typically be met
- Ensure that not only your process steps followed but validate that team members are following theirs too
- Hold yourself accountable. Complete your worksheet daily
(It takes time but once you get used to doing it, the process will become a habit)
- Create a “long-term” work calendar
(This will help you to make sure that upcoming events are factored into your workflow)

Share The Vision



Update, Communicate and Recognize

- Share the results being fully transparent, so good and bad
- Allow the team to have input when decisions are being made
- Be sure to follow up on their use of the time management logs once they have been put into use
- Remember that you are building a culture of responsibility and time management
- Repetitive use of this documentation will help in ensuring that it becomes a “habit”
- Provide positive feedback and recognize those who use the documentation effectively

Make It A Ritual

“Ritualize things that are part of your culture”

- Take time to make role relevant task lists for both yourself and your team members
- Make sure that you check off items as your role relevant tasks are completed
- Stay focused on the task at hand
- Think and act strategically
- Don't allow yourself to move away from the goal
- Manage your time through your management checklist

Putting It All Together



- Share the vision
- Organize yourself and your team
- Develop consistent and repeatable processes and processing
- Organize the workflow for you and your team
- Set expectations
- Communicate effectively and often
- Actively listen
- Manage time using management checklists
- Take responsibility for decisions and results
- Recognize good performance

Thank You For Attending



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