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Total Success Training bring you a series of free, Yes FREE! training courses and seminars. We believe that everyone should be able to access quality training from the web and we are offering interactive training sections from our one-day Time Management training course. What you have here is a shortened version of the course we train live so we guarantee that its quality is second to none. If you like what you see try the real thing and we'd be happy to welcome you to one of our live training courses. We run them regularly throughout the year from our training venue in Central London. Click on the links below to find out more details. All of our free training sessions can be downloaded as pdf files that you can print out and complete in your own time. Click on the following link to download the free Time Management Online Training pdf Time-Management-On-line-Training-Part-1.pdf Time management is actually self management Time management has been in existence for more than 100 years. Unfortunately the term "Time management" creates a false impression of what a person is able to do. Time can't be managed, time is uncontrollable; we can only manage ourselves and our use of time. It's interesting that the skills we need to manage others are the same skills we need to manage ourselves: the ability to plan, delegate, organise, direct and control. Time management training courses and workshops will help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors. With ever-increasing workloads and deadlines, the ability to manage our time has never been more important. If you wish to find out more about Time Management topics click on the following links and you'll find plenty of great information to help you prioritise your time more effectively: Our time management course will cover subjects such as goal setting, improving organisation skills and managing time successfully. Our seminars are packed with useful tips and techniques that allow you to become a better time manager instantly. Other training resources Click here to check out the video from a live Time Management Training Seminar Click here to here an audio recording podcast of our Trainer explaining how to prioritise your time: This course enables you to understand the processes which will make you more effective whilst minimising the "Thieves of Time" which plague our personal productivity and sense of achievement. It will not only teach "Time Tips" but will introduce you to classic tips and techniques that will enable you to use your time more effectively to achieve both organisational objectives and increase your quality of life. Exercise - What do I want to achieve from this course? As you can see, many of us suffer from not being in control of our time. Let's look at other reasons for choosing this course and, more importantly, what you hope to achieve from it. Write down below what you wish to achieve from this course. Perhaps you have a general feeling that you are suffering from stress, although you're not sure why, and you want to find out more about time management; or perhaps there is a specific problem you want to resolve, such as too much work or feeling let down by your current actions. Be selfish, for once, and think about only what you need to achieve and why. Think through the reasons and then write them down below. Next write down WHY you want to achieve the items listed on the right. This will allow you to identify the motivation you need to continue with your quest to become a better time manager. Time Tip: Make your statements positive; rather than stating "I don't want to be the office pushover anymore", say instead "I wish I could say no more often" or "I would like to express my real feelings more often". 1. What do I want to achieve from this course? .....

2. Why do I wish to achieve this? .....

Outlook Time Tip Create a Task in Outlook with the title 'Time Management Objectives' and set a reminder for every Monday for the next 4 weeks so that you stay true and consistent to your objectives. What Challenges our time? If we are to improve our time management we need to take a long hard look at what stops us from being effective and what we need to be aware of. The following is a list of classic 'time stealers' - the factors that get in the way of our effective use of time. Below you will find some of the most frequent reasons for reduced effectiveness in the workplace. Place a tick by the ones which are causing to be the major obstacles to your own time management. Action point - Identifying your time stealers Interruptions - telephone conversations that go on without focus or control Interruptions - personal visitors who feel that they can interrupt you for any reason they wish You are easily distracted and side tracked by more enjoyable tasks Meetings that are unfocussed and unorganised Tasks that you do that should be delegated to others Procrastinating and putting off more important tasks Indecision - Not knowing what to do in a given time period Managing tasks with incomplete information Dealing with team members who do not complete their tasks Crisis management (fire fighting) Unclear communication - both verbal and written. No one knows who's doing what and when Inadequate technical knowledge due to lack of training Unclear objectives and priorities agreed between colleagues and/or management Lack of planning - either short term or long term Stress and fatigue Trying to do too much yourself Inability to say "No" to colleagues requests Desk management and personal disorganisation Managing e-mails Once you have ticked the items on the list that refer to you, ask yourself 'How many of these do I have no control over'. You may surprise yourself with the number of ticked items that you are able to control. When we say control, you may not be able to eliminate all of them instantly but are able to exert some influence over how often and how much time they contribute to your ineffectiveness. Make a list of the top three time stealers you most wish to eliminate 1. ....

2. ....

3. ....

TIME MANAGEMENT TECHNIQUES AND TIPS Let's start with some tried and tested tips for you to think about when managing your time. We'll concentrate on the ones relating to time management and give you some simple ideas to help you on your way. Most of these will be covered in more detail in the course. 1. Crisis Management: We all suffer from crises but are you the fire-fighter or arsonist! We may be great at sorting out crises but do we always get into crisis by not making plans for the future. Remember, for the same crisis, once is unfortunate; twice is a disaster but the third time is incompetence!!!! We haven't learnt from previous mistakes. Time Tip: After every crisis, meet with those involved and ask 'How can we ensure this doesn't happen again'. Set a reminder in your Outlook calendar to ensure you don't forget and follow-up the lessons learnt. 2. Telephone interruptions: Still our greatest communication tool and still considered our greatest enemy at times. We feel awkward about closing phonecalls because we may feel rude if we do. We also don't ask enough questions when put on the spot by an instant telephone request. Time Tip: Always ask 'When's the deadline for this task to be completed' on every request to determine how much 'padding' has been added to it. You can end your calls by saying 'OK well I won't take up any more of your valuable time'. You'll be amazed how quickly and politely this ends most calls. 3. Unclear objectives and Priorities: The University of Arkansas carried out research that there was a 25% difference between what managers thought staff should be prioritising and what staff thought were their priorities. Outlook Time Tip: Ensure you have clear and agreed priorities between you and your boss that are reviewed daily or weekly. Ensure you have your key tasks and objectives written as tasks in Outlook so that you can update them when you speak to your boss or your team. 4. Trying to do too much yourself: We sometimes feel a failure when we compare what little we've completed compared with our colleagues. We always seem to run out of time before we run out of tasks because we try to do it all without regard to its priority. Outlook Time Tip: Break tasks into timed events so that you are clear how much you'll be able to do in a day/week. Colour code items in your Outlook Calendar so that you can complete them in a structured and orderly way. 5. Interruptions - personal: Drop-In Visitors will always come because of one simple reason. You allow them to. Many people are ambivalent towards this type of interruptions. That very ambivalence encourages the practice until it becomes a major drain on quality time. Outlook Time Tip: Change your behaviour towards interrupters and gently rearrange their interruptions to another time more convenient to you. Your boss will understand if you can show him or her that your priorities will cost them more if left undone due to their interruptions. Create an appointment in your Outlook Calendar for call backs and appointments with reminders for the important ones. 6. Ineffective Delegation: Coaching and good delegation are considered the main route to effective leadership - the wisest leaders choose this style of management above all others because it strengthens teams and builds confidence. Outlook Time Tip: Ask yourself 'Do I free up more time; have someone in my team who can do this quicker than me; better than me; who will enjoy doing it; or can do it cheaper than me.' If the answer to any of these is yes, then you should delegate more. Creating a delegation in Tasks and then assigning them will allow you to delegate more and track their progress. 7. Desk management and personal disorganisation: Are you suffering from Desk Stress where you can't see more than 5% of the material your desk is made of due to unnecessary clutter. Research shows that there is about 36 hours of work on top of the average desk - this alone can be a real productivity stopper. Time Tip: Clear your desk at the end of every day and ensure you have a weekly schedule for organising and decluttering your paperwork and filing systems. 8. Procrastination and indecision: Procrastination is putting off what you should be doing right now and is truly 'the thief of time'. We run away from what is a priority and effectively waste time. People avoid making decisions for many reasons: the three principle ones are: avoidance, complacency and panic. Outlook Time Tip: Do your worst task at the start of the day. It gets it out of the way and stops you stressing over it. Also break long tasks into smaller segments - breaking your day-long project into 6 one-hour segments will ensure you know how you're doing at the end of every hour. Doing this in Outlook Calendar will enable you to measure your progress during the day. 9. Inability to Say No: If you say 'yes I will' when you know you can't you'll be causing other people stress. People rely on your promises and people will accept your promise of delivery rather than an a.s.a.p. if you always meet your deadlines. Outlook Time Tip: Instead of automatically saying 'Yes' to requests say 'How and When' you can deliver. If you say how you will deliver and when is realistic for both you and the other person. By having your daily tasks and priorities listed on your Outlook Calendar you can visually refer to your tasks and show the other person your commitments - this will help you to become more assertive and negotiate task completions more effectively. 10. Meetings: The average senior manager spends 17 hours per week in meetings, plus 6 hours a week getting ready for them, and even more hours recovering! Outlook Time Tip: Always ensure your meetings have an agreed START and FINISH time. Cost out your meetings to ensure that they are worth having. Plan your meetings using the Meetings planner in Outlook ensuring you have meetings at the optimum time for all attendees. 11. Managing e-mails: Are you suffering from e-mailitis: a stressful inability to stop looking at and stressing over your e-mails every 5 minutes Outlook Time Tip: Here are four tips to make this e-mail relevant to you Deal with your email at regular times during the day and not when you see it pop up. Disable the pop-up notice on your e-mail so that it doesn't continuously interrupt you Create e-mail rules that balance your need for technology with face to face contact. Also develop e-mail guidelines for your team or department. As you can see there are many ways in which we can start to manage our time more effectively but one of the factors which stops people attempting time management techniques is the thought that 'These factors are out of my control. One way to start is to manage our thoughts and self-talk'. 'I would love to manage my time better but I don't have the time to do what I need to'. This is a phrase uttered by many but perhaps the more accurate phrase should be 'I don't make the time'. Be the master of time - not it's victim - only 10 minutes a day spent on making time for what we need to do (proactive tasks) or saving time (eliminating time wasters or reactive tasks) added up over a year equals ONE WORKING WEEK. Make a list of five simple things you can do to start you on your way to managing your time 1. ....

2. ....

3. ....

4. ....

5. ....

By doing this you will soon be on the way to becoming a great manager of time. Our other Time Management courses - Time Management using Outlook As well as running our normal time management training course we aim to reflect the growing use of technology and how it has enhanced our ability to manage our time. This time management training course working with Microsoft Outlook is one of a number of courses we run around this particular area of time management technology. We have found Outlook to be a really useful tool that increases our ability to prioritise and schedule tasks, make appointments, manage meetings, achieve deadlines, manage e-mail, improve our delegation and can even develop our ability to manage projects effectively. This course teaches time-tested tips and techniques on how to improve our time management using Outlook 2007 and 2010. Time management, Time management working with Microsoft Outlook, Project management for non-project managers, Assertiveness, Management Skills and Stress Management are some of the courses trained by Total Success in London and throughout the UK. We have over 18 years experience training people on strategies to improve productivity and enhance self development. Course Dates View More... Who will benefit from the course Our training seminars enable candidates to understand the processes which will make them more effective whilst minimising the "Thieves of Time" which plague our personal productivity and sense of achievement. The course will enable delegates to: Manage priorities and schedule tasks Increase work effectiveness and productivity Enjoy a more balanced lifestyle Feel more in control of their daily activities Reduce the stress which results from a lack of effective time planning Manage themselves to get things done on time and manage deadlines Co-ordinate effective meetings Manage their reactive behaviours with colleagues, interruptions and e-mails to gain sufficient time complete their most important tasks Effectively plan for short, medium and long term objectives Allocate time to each task in its order of priority Anyone who needs to master the principles and practices of effective time management. From senior managers/directors to administrative and technical staff, in fact anyone who needs to find solutions to the following challenges: I don't always feel in control I need to increase my productivity I have to juggle a multitude of tasks I'm always being interrupted I'd love to have more time for the things I enjoy but never get the time Course objectives Delegates will learn skills which will improve planning, assertiveness, setting priorities, decision making, desk and paper management, and communication skills. They will have the skills to manage their priorities; manage themselves to get things done on time; be assertive with colleagues and managers and learn how to say 'no'; gain sufficient time to complete their most important tasks; effective daily planning; prioritise and schedule tasks; learn to allocate time to each task in its order of priority; deal with interruptions and make effective decisions which affect your time positively. Time Management Course Agenda Morning - 9.30-1.00 Daily Planning Planning your essential priorities Decision making Delegation Desk management Developing a personal sense of time Afternoon - 2.00-5.30 Identifying long term goals Making middle and long term plans Managing paperwork Organising your office and your workstation Managing meetings Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process. Check out our Time Management Training Seminar by clicking Here, where you will be able to receive Time Management Tips from lead trainer, Warren Wint Why choose Total Success for your training? our lead trainers have over 18 years experience in training a maximum of 8 delegates means more time spent on individual needs we guarantee to run the course and will never cancel at the last moment free subscription to our monthly training newsletter All open courses are trained in Central London at the St Giles Hotel. Each delegate receives a comprehensive training workbook that doubles as an open course manual. Courses run from 9.30-5.30 with lunch and refreshments provided. Time Management In-Company Courses Total Success have developed a series of in-house training modules. These are designed so that an organisation can pick the training which is more applicable to its own needs and budget. Please call us to discuss your specific requirements. If you click on the links below you will see some typical one-day time management course agendas that cover a wide range of subjects from prioritising, delegating, assertiveness, managing interruptions, managing e-mail, using Outlook calendar, tasks etc. In fact we pride ourselves on being able to develop courses that suit all our clients needs and requirements. Time Management Training Packs Why use a total success training pack if you are looking to run your own training course but lack the materials and the time to develop a fully functional training seminar we produce a range of training materials and packs which will suit your requirements exactly. All of our packs and been written by our own time management experts and we can guarantee that the training pack will satisfy your course requirements. Each pack will contain a full set of PowerPoint training slides, trainer's notes, a course manual, and a full set of handouts and activities. We have been running our courses since 1995 and have trained 1000's of people via open courses and in-company seminars. We guarantee that the course you buy is the one we train. All courses are trainer and trainee friendly so you'll be up and running quickly (depending on your training experience). We know how difficult it is to choose amongst the many training materials available on line, that's why we have 3 packages that will suit you needs. With our gold, silver and bronze packages you can choose the training format that's right for you and your budget. Call us 0044 (0)208 269 1177 to discuss your requirements or email us info@totalsuccess.co.uk Related information Total success training also produced a number of newsletter webpages that carry great information on all our training topics. Below you will find a selection of time management newsletter pages. You can click on any of the links and they will give you stacks of really interesting information relating to time management. If you like the content of these pages you can subscribe to our newsletter page and we will send you a newsletter every month. We update our pages very regularly so will always be more great information each time you log onto our site. Click on any of these links for stacks of great tips and techniques on managing time Time Management book's and publications The Book. If you really don't have the time to attend one of our fantastic time management training courses and seminars, don't worry. You can still enhance your knowledge and skills by purchasing time management training information from our website. Our lead trainer, Warren Wint has written a book entitled 'Successful Time Management' which is packed with tips and techniques to help you manage your time more effectively and more efficiently. You can purchase the book by clicking on the link below and downloading it to your own computer Successful Time Management by Warren Wint - Crimson Publishing 2009 Bite-sized Training Guides. We had also produced a range of bite-sized training guides on various subjects relating to time management. These short guides are written to give enough information on the topics that interest you. We include topics such as managing e-mail, setting goals and prioritising, the art and skill of effective delegation, and managing busy workloads and deadlines. These are designed for you to work through your topics in approximately 30 to 40 min, and not only give you valuable information but also include exercises and activities to enable you to learn at your own pace and on the go. These are very competitively priced at 99p each because we want you to not only gain valuable information but also to keep coming back and purchasing more to enable you to become a fabulous manager of time. Click the links below and download our training guides as PDF documents so you will be able to start achieving your goals today! Click on this line to go to our Time Management Bite-Sized Training Guides Podcasts We produce a range of podcasts and audio downloads that you can download to hear how we conduct our training courses. These are available in live audio if you click on the links below and it's almost like being on one of our courses. They allow you to hear how we carry out some of the topics in our time management training courses. If you like them and want to hear more please go to our Podcast pages on the website Listen to our Time Management Podcasts



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