



National Association Of Hearing Officials



Where Does the Time Go?

Time Management Tips for High Volume Hearing Officials

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How Did I Get Behind?

Killing Time

How Did I Get Behind?

▶ Procrastination - causes STRESS

- ▶ I work BEST under pressure
 - ▶ I use all the time I allot, and MORE
 - ▶ I create my own stress
 - ▶ I make more mistakes
 - ▶ I multi-task well

SOLUTION

- ▶ Create a sense of URGENCY about a particular task BEFORE it is due
 - ▶ Use a Master "To-Do" List
 - ▶ Create "pockets of focus"



How Did I Get Behind?

- ▶ Perfectionism - invest too much time
 - ▶ I have to get it RIGHT!
 - ▶ It has to be perfect
 - ▶ Other responsibilities suffer
 - ▶ What you work on is NEVER completed

SOLUTION

- ▶ 80 / 20 Rule of Excellence
 - ▶ If it is 80% perfect, let it go and learn from any errors noticed later



How Did I Get Behind?

- ▶ The project is TOO big
 - ▶ Where do I start?
 - ▶ I'll work on it when I can devote all the time I need to complete it
 - ▶ It's overwhelming me

SOLUTION

- ▶ Break it down into small tasks
 - ▶ Rules and Regulations
 - ▶ Findings
 - ▶ Summary
 - ▶ Conclusion



How Did I Get Behind?

- ▶ Lack of Focus - excessive distractions - I want them to like me
 - ▶ Email
 - ▶ Phone
 - ▶ Chatting
 - ▶ Family
 - ▶ Friends

SOLUTION

- ▶ Create and follow a schedule
 - ▶ Schedule 60% of your day / week
- ▶ Strategies for handling disruptions
 - ▶ 3-minute hourglass timer



How Did I Get Behind?

- ▶ Working opposite your natural rhythms
 - ▶ Not a “morning person”
 - ▶ Work through breaks and lunch

SOLUTION

- ▶ Learn your high productivity hours (1-2 hours in a day)
 - ▶ Conduct a time audit
- ▶ Change your environment
 - ▶ Sharpen your saw - Steven Covey



tomorrow

noun

A mystical land where 99% of all human productivity, motivation, and achievement is stored.



Planning and Prioritizing

Going in the Right Direction



Planning and Prioritizing

▶ Establishing Direction

▶ High Quality Goals / S-M-A-R-T Goals

- ▶ S = Specific
 - ▶ M = Measureable
 - ▶ A = Agreed Upon
 - ▶ R = Reachable / Realistic
 - ▶ T = Timeframe (1 month / 3 months/ 6 months / 1 year)
-
- ▶ Long-Range Goals (5 years)
 - ▶ Short-Range Goals (1 year)

Fights
Procrastination



Planning and Prioritizing

▶ Master “To-Do” list

- ▶ List EVERYTHING (when you think it - ink it)
- ▶ Include family obligations
- ▶ Color-code
- ▶ Prioritize (use an Excel spreadsheet and the filter / sort function)
 - ▶ A - Due today
 - ▶ B - Due this week
 - ▶ C - Due this month
 - ▶ D - Eventually
- ▶ Final due date

Fights
Procrastination



Planning and Prioritizing

▶ Weekly schedule

- ▶ Planning every hour increases productivity by 12-16%
- ▶ Day Timer - Franklin Covey.com

▶ Characteristics

- ▶ Portable
- ▶ Updateable
- ▶ Easy-to-read
- ▶ Color-coded
- ▶ Accessible
- ▶ One system

▶ Components

- ▶ Daily / Weekly / Monthly / Yearly
- ▶ Notes / Ideas
- ▶ Tasks / To-Dos

Fights
Lack of Focus



Planning and Prioritizing

▶ Prime Time Productivity

▶ Conduct a time audit

- ▶ Before going to lunch, write out what you accomplished in the morning and how long it took you - list the times 9 a.m. to 10 a.m.
- ▶ Before leaving for the day, write out what you accomplished in the afternoon and how long it took you - list the times 2:15 p.m. to 3:00 p.m.
 - ▶ A pattern will emerge showing you when you accomplish the most

▶ Limit interruptions during your Prime Time

Fights
Procrastination



Planning and Prioritizing

- ▶ Practice the Daily 5 and 5
 - ▶ First 5 minutes
 - ▶ Write out today's "to-do" list
 - ▶ Prioritize it
 - ▶ Give each item a time estimate for completion (not to exceed 6 hours in an 8 hour day)
 - ▶ Last 5 minutes
 - ▶ What didn't I get done?
 - ▶ Why didn't I get it done?
 - ▶ How much time did the projects I completed actually take?

Fights
Procrastination



Planning and Prioritizing

- ▶ Take your breaks and leave your desk
 - ▶ Change your environment
 - ▶ Go outside the office - the park, a café, or even your car
 - ▶ Change of scenery sparks ideas
 - ▶ Gives newfound focus
 - ▶ Lunch must be a minimum of 26 minutes
 - ▶ Sharpen your saw - Steven Covey

Fights
Lack of Focus



**ORDINARY PEOPLE
THINK MERELY OF
SPENDING TIME,
GREAT PEOPLE
THINK OF USING IT**



Developing Efficiency & Organizational Skills

Building Your Schedule

Developing Efficiency

- ▶ Too many requests for your time
 - ▶ Learn to say “No” or “Negotiate” or “Delegate”
 - ▶ Based in fear
 - ▶ Afraid it won't be done well
 - ▶ Afraid it won't be done “up to par”
 - ▶ Afraid it won't be done at all
 - ▶ Advantages for you
 - ▶ Gives you more time to do YOUR job
 - ▶ Allows others to learn new skills / grow
 - ▶ Helps break your need for control

Fights
Too Many
Projects



Developing Efficiency

▶ Methods - Boss

- ▶ Cushioning statement - starts with “normally” or “usually”
- ▶ Validating statement - because I know it is important to you and I understand its importance to the agency....
- ▶ Declining statement - starts with “unfortunately” ... (said as sadly as possible)
- ▶ Reason statement - list everything you have on your “To Do” list
- ▶ Choice statement - However, if you would like me to change my priorities, let me know right away.

Fights
Too Many
Projects



Developing Efficiency

▶ Methods - Peer

- ▶ Cushioning statement - starts with “normally” or “usually”
- ▶ Validating statement - because I know it is important to you and I understand its importance to the agency....
- ▶ Declining statement - starts with “unfortunately” ... (said as sadly as possible)
- ▶ Reason statement - list everything you have on your “To Do” list
- ▶ Alternative statement - Starts with “but” then give suggestions for other alternatives or say “If you can wait two days, I can help you.”

Fights
Too Many
Projects



Developing Efficiency

- ▶ There's just TOO much stuff
 - ▶ Clean your work area
 - ▶ Sort, file, purge, and maintain
 - ▶ Daily in-box management
 - ▶ "Chicken Pox" file - five dots - file it

Fights
Too Many
Projects



Developing Efficiency

- ▶ No one is PERFECT!
 - ▶ Take a business / professional writing course
 - ▶ Take a business / professional proof-reading course
 - ▶ Write it right away, then, set it aside to proof
 - ▶ Limit the number of revisions / re-writes
 - ▶ Degrees of excellence
 - ▶ Think about Microsoft - let others find the problems with an 80% perfect product, and learn from those mistakes
 - ▶ A good word works just as well as the perfect one

Fights
Perfectionism



Developing Efficiency

- ▶ Email - average employee checks email 36x in an hour
 - ▶ Turn off the email alert bell
 - ▶ Set a specific time to check your email
 - ▶ Read, respond, file, and delete
 - ▶ Practice the “Inbox Zero” method
 - ▶ Process emails in batches
 - ▶ Use labels, filters and shortcuts
 - ▶ Set up reply reminders and trackers
 - ▶ Funnel all email to one inbox (personal)
 - ▶ Remove yourself from mailing lists (personal)

Fights
Lack of Focus



Developing Efficiency

▶ Telephone

- ▶ Schedule when you will return calls
- ▶ List those times on your voice mail message
 - ▶ Just before lunch
 - ▶ Just before going home
- ▶ Keep your promise to call back
- ▶ Reduce / eliminate personal calls
- ▶ Shorten business calls
 - ▶ 3-minute hourglass egg timer
 - ▶ Make a list of 10 ways to get people off the phone that work for you

Fights
Lack of Focus



Developing Efficiency

- ▶ In-person interruptions
 - ▶ Your time is VALUABLE!
 - ▶ Not everyone has to like you
 - ▶ End your “Open Door Policy”
 - ▶ Educate your staff, co-workers and boss to your Prime Time
 - ▶ Make a list of 10 ways to get people out of your office that work for you
 - ▶ Step out instead of inviting people in
 - ▶ Have uncomfortable chairs or remove your chairs

Fights
Lack of Focus



Developing Efficiency

▶ Family / Friends

- ▶ Be honest that you have work to accomplish
- ▶ Don't make their crisis your crisis
- ▶ Set boundaries - say "no"

Fights
Lack of Focus



Organizational Skills

The Fourth Generation of Time Management

The Time Management Matrix

30 %

60 %

	Urgent	Not Urgent
Important	I - Activities: Crises Pressing Problems Deadline-driven projects	II - Activities: Prevention Relationship building Recognizing new opportunities Planning, recreation
Not Important	III - Activities: Interruptions, some calls Some mail, some reports Some meetings Proximate, pressing matters Popular activities	IV - Activities: Trivia, busy work Spider solitaire! Time wasters Pleasant activities Some phone calls Some mail

6 %

4 %



Organizational Skills

- ▶ Quadrant I - Urgent / Important
 - ▶ Reactive
 - ▶ Fire-fighting mode
 - ▶ Usually spend 60% of our time here
- ▶ Quadrant II - Not Urgent / Important
 - ▶ Planning
 - ▶ Helps you move more quickly thru a crisis
 - ▶ Boss looks at this for evaluations / raises
 - ▶ Usually spend 30% of our time here



Organizational Skills

- ▶ Quadrant III - Urgent / Not-Important
 - ▶ Deceptive
 - ▶ Usually comes from your boss who has not completed a task
 - ▶ Can also come from an employee who wants to delegate upward

- ▶ Quadrant IV - Not Urgent / Not Important
 - ▶ Personal phone calls
 - ▶ Non-work related issues
 - ▶ Facebook, Netflix, and other personal business



A quote by Stephen Covey is presented in a white-bordered box tilted at an angle. The text is in white and light blue on a dark blue background. The quote reads: "The key is not to prioritize what's on your schedule, but to schedule your priorities." The word "prioritize" is in a larger, bold font. At the bottom of the box, the name "Stephen Covey" is written in a smaller font, enclosed in brackets.

The key is not to
prioritize
what's on your
schedule,
but to schedule
your priorities.
[Stephen Covey]



Time Management Tips

Using Technology

Time Management Tips

- ▶ Increasing tech abilities can save 3-4 hours per week - take a course
 - ▶ Microsoft Office - Outlook / Word / Excel / Access
 - ▶ Dragon (types up to 900 words per minute)
 - ▶ Mind-mapping / Bubble-mapping
- ▶ Average employee reads 10 hours per week - Hearing Officers much more
 - ▶ Speed reading course can increase reading speed 3-4x
 - ▶ Comprehension increases
 - ▶ Retention increases
 - ▶ Evelyn Wood Speed Reading Course

Fun fact:

People only use 5-6% of their technical resources



Best Practices

- ▶ Schedule yourself (or train someone VERY WELL to do it for you)
- ▶ Note-taking templates
- ▶ Write the decision right away
- ▶ Decision templates for common hearings
- ▶ Mail merge and data sources
- ▶ Use a correct, well-written example as a model
- ▶ Handle complex decisions during your Prime Time
 - ▶ If need be, break it up into smaller tasks
 - ▶ Use the 15-minute rule
- ▶ Ask for help (but don't cry "wolf" everyday)



CHOOSE WISELY



It is not what technology does to us, it is what we do to technology. Get smart with technology, choose wisely and use it in a way that benefits both you and those around you.



Summary

In one word

WILL POWER

IT HAS BIGGER POWER THAN YOU THINK.
...MUCH BIGGER.

