



The Carlyle Consulting Group
www.carlyleconsultants.com
(866) 227-5953

Effective Time Management For Facility Professionals

1. The Dilemma of High Ambition
 - a. The Fallacy of traditional time management
 - b. We do we find it difficult to say no
 - c. Tips and tactics
 - d. Scripting that works
2. Four distinct attitudes that keep us from being effective time managers
 - a. Procrastination
 - b. Imbalance
 - c. Carelessness
 - d. Perfectionism
3. Drop in visitors and how to handle them
 - a. Tips and tactics
 - b. Helpful scripts
4. The curse of workaholism and how to cure it
 - a. Causes
 - i. Refuse to delegate
 - ii. Over-react to crisis
 - iii. Fear of failure
 - iiii. Approval starvation
 - b. Tips and tactics
5. Eliminate the curse of procrastination
 - a. Why do we procrastinate?
 - b. Tips and tactics
6. Establishing real priorities – and making them stick
 - a. The urgency matrix
 - b. Urgent vs. important
 - c. Prioritizing is as easy as "ABC"
 - d. Grouping activities
 - e. Team exercise – ranking typical days activities
 - f. The Pareto principal and how it relates to time management

7. Effective use of day planners
 - a. The debate – paper vs. electronic
 - b. The simple tickler file
 - c. Team exercise – Where did the time go?
 - d. The classic to do list – why it doesn't work
 - e. The solution that works

8. How to juggle conflicting priorities
 - a. From the boss
 - b. From colleagues
 - c. From clients
 - d. Scripting that works

9. Eliminating those pesky telephone interruptions
 - a. Eye-opening telephone statistics
 - b. Tips and tactics
 - c. Scripting that works
 - d. Eliminating the curse of phone tag
 - e. Scheduling appointments
 - f. Asking for the answer
 - g. Taking the offensive

10. The organized workspace
 - a. Zone Control
 - b. Filing systems that work
 - c. Color coding files
 - d. File naming conventions

11. Eliminating junk mail
 - a. The purgatory box
 - b. Tips and tactics
 - c. Organizations that can help

12. Conducting effective meetings
 - a. First step – start on time
 - b. Seven non-negotiable rules
 - c. Tips and tactics
 - d. The Rickover method (Agendas & minutes)

13. Delegation – The best way to improve productivity
 - a. Efficient or effective
 - b. Tips and tactics
 - c. Coaching for results
 - d. Eight steps for helping the person who won't make a decision
 - e. Scripting that works

14. Effective goal setting
 - a. Smart goals
 - b. Personal vs. professional
 - c. Long term vs. short term

15. E-mails – Greatest invention ever or Achilles heal?
 - a. Tips and tactics
 - b. Team Exercise – what did he say?

16. Problem solving ideas
 - a. Root cause analysis
 - b. The 5 whys
 - c. Liability vs. Probability analysis
 - d. Fishbone analysis
 - e. Decision tree

17. Not all stress is bad – use the good stuff to increase productivity
 - a. Seven steps for reducing stress
 - b. Staying alert when bored
 - c. Identifying your prime time for peak performance
 - d. The time management vow