



Time Management Tips & Hints

Mastering the Telephones

Have someone screen your calls or adjust your voice mail message to say:
"I'll be checking messages at 12noon today please let me know the best time to return your call."

- Actively schedule and communicate best time to receive incoming calls
- Encourage others to schedule a "best time to receive calls"
- Get it done solely through voice mail, E-mail, fax
- Leave and request detailed messages
- Call when you know they are not there
- Prepare before making outgoing calls

Minimizing Drop-In Visitors

- Close door or use a sign to indicate that you are "in but OUT"
- Office quiet hours
- Work at home
- Get it done through e-mail, fax, voice mail
- Prioritized "IN" boxes outside of your office or cubical
- Strategically layout the environment

Tips for Shortening Visits and Telephone Conversations

- Summarize conversation
- "How** can I help you?" vs. "How are you?"
- "I know you're very busy, so I'll just..."
- Set a time limit
- "Well, before we hang up, I just want to...."
- "I was just on my way out...."
- Be candid/ reschedule
- Walk to/meet in their office
- Refer to an appropriate person/source
- Stand as they enter and head out *with them* for a coffee refill