




# Time Management and Performance Excellence

# Time Management is About Focus and Priorities

**"EITHER RUN  
THE DAY  
OR  
OR THE DAY  
RUNS YOU"**

**-JIM ROHN**

# We All Have the Exact Amount of Time



Until we can  
manage time, we  
can manage  
nothing else.

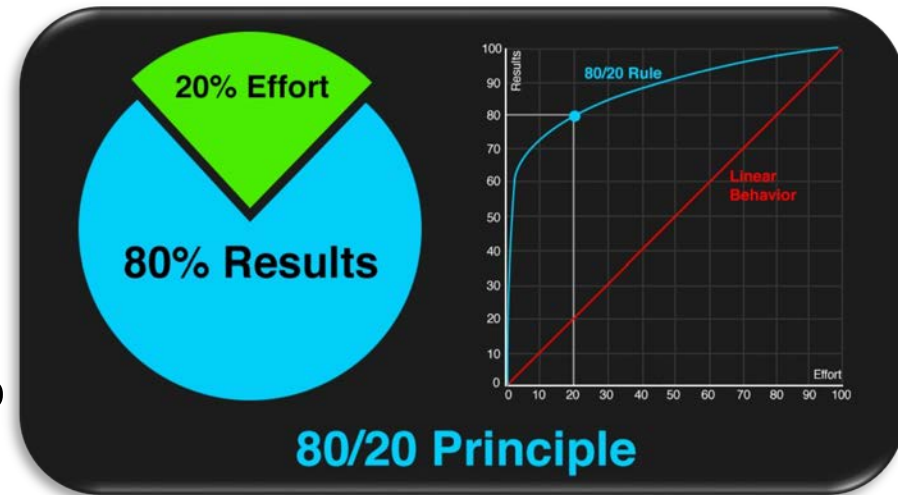
*Peter F. Drucker*

## The Only Difference Is How We Use It

# Time: Our Most Precious Resource

If you have 10 things on your to do list for a given day and you prioritize those things and get the **top 2** things done for that day, you get an **80% return on your time**.

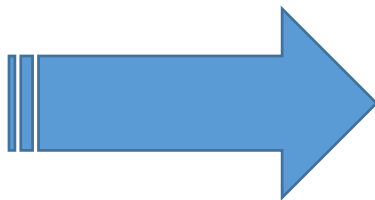
If you do the **bottom 8** but not the top 2 then you get a **20% return**. This is called the 80/20 principle or the ***Pareto principle***.



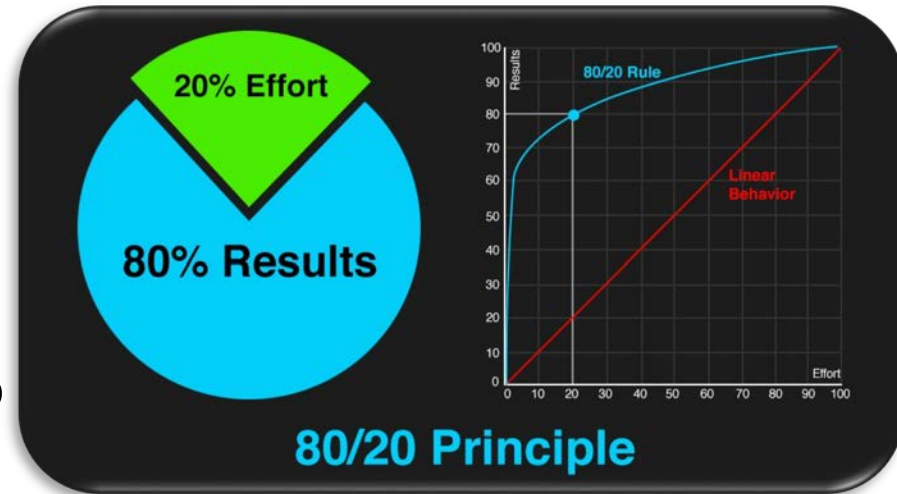
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- 80% of the traffic jams occur on 20% of the roads
- 80% of classroom participation comes from 20% of the students
- 80% of the time you wear 20% of your clothes
- 80% of the profits come from 20% of the customers
- 80% of the problems are generated from 20% of the employees
- 80% of the sales come from 20% of the salespeople
- 80% of the decisions can be made from 20% of the information



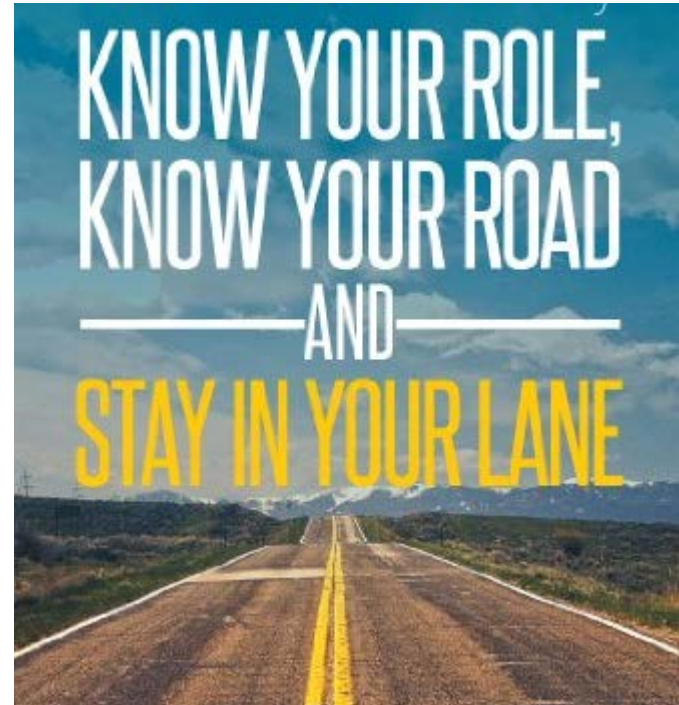
# Time Management is About Focus and Priorities

- Realize that means that the most productive 20% of your activities are 16 times more productive than the other remaining 80%.
- If you want to decrease the complexity of your life and increase your productivity then focus on the top 20%.
- Know when you are doing the right things.

The key is not to  
**prioritize**  
what's on your  
**schedule,**  
but to schedule  
your priorities.  
( Stephen Covey )

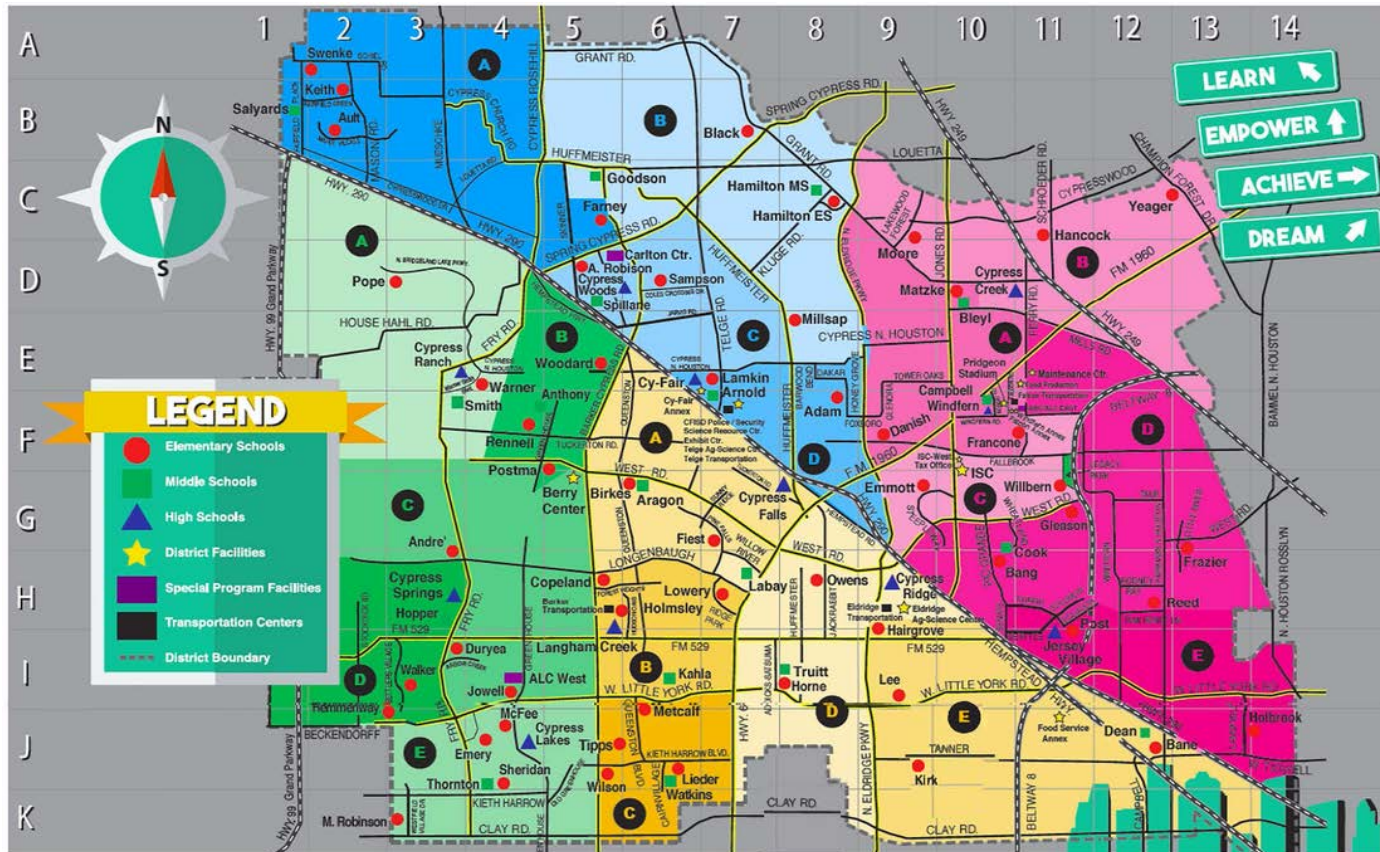
# Stay in Your Strength Zone

- Understand how to prioritize your life and get into your strength zone
- Stay where you are supposed to stay and stay away from the other stuff that distracts and pulls you away.



# Stay in Your Assignment Zone

- We are assigned an important job
- You are assigned service requests







# Stay in Your Assignment Zone

- We have a defined Technology Services [Service Level Agreement](#)

You must manage your time and focus on the priorities as set forth by our Performance Excellence Program





# Stay in Your Assignment Zone

- We have a defined Technology Services [Service Level Agreement](#)

Tier 1	Within Scheduled Timeframe
Tier 2	Out of compliance - identified on overdue report
Tier 3	Out of compliance - identified on overdue report
Tier 4	Out of compliance - identified on overdue report and included on CTO's overdue report

- Trust is a big thing. If we don't meet our commitments, we lose credibility.
- It's difficult to regain trust and credibility.



# Time Management Ideas

1. **You do not need to know everything** – We need to know people that know everything. Create your own agenda - don't let yourself be on someone else's agenda. Get the reader's digest version of things.
2. **You do not need to know everything first.** There is a price you pay for knowing things first. Get people around you that know it first so you can stay focused.
3. **Let someone represent you.** You don't have to go to every meeting. You don't have to be in every session. Expect those that are resenting you give you a summary of what happened.

# Time Management Ideas

4. Do your assigned work.
5. Let that work be the first on your priority list.
6. Take charge of knowing what took your time and attention.





# Time Management Ideas

The question is not if your calendar is full. The question is who fills your calendar?

- If other people fill your calendar it will be filled with their agenda and their priorities.
- If you fill your calendar it will be filled with your priorities and things you must get done.
- The person that fills your calendar is the one that determines your **time** and the one that determines your time is the one that determines your **agenda** and the one that determines your agenda is the one that determines how **successful** you are.

# Time is Fixed: Energy Fluctuates

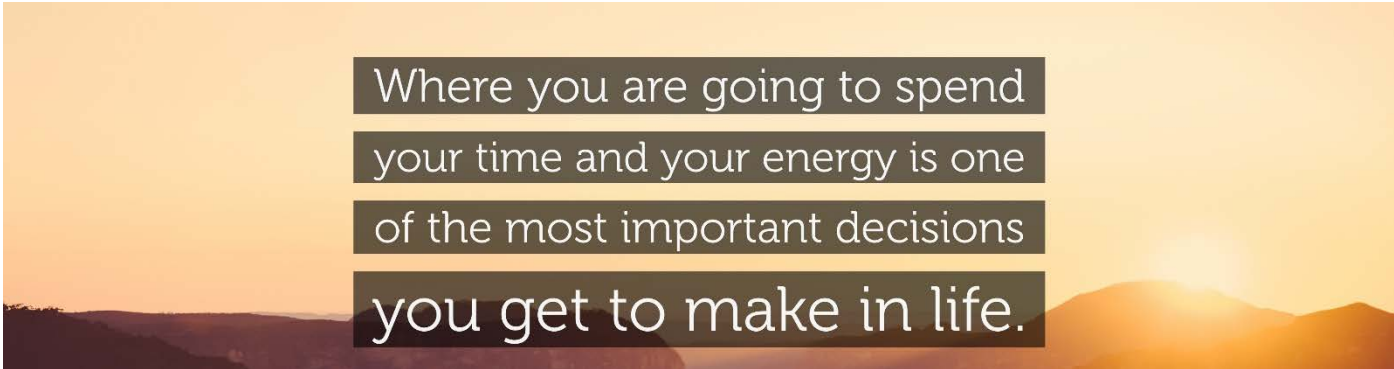
- Our energy fluctuates during the day. When we are energetic, we are more focused and productive with enthusiasm, so we can accomplish much more.
- It doesn't have to do with managing the time; it has to do with managing energy.
- The more energetic we feel, the more productive we are going to be.

Not everyone  
or everything  
**deserves**  
your energy.

"Become more  
aware  
of what's really  
worth your  
energy."

# Manage Your Time and Energy Carefully

- It's not as much about time management as it is about managing our energy.
- The reason is time is fixed. We have 168 hours in the week, 60 minutes to the hour, but energy comes and goes.



Where you are going to spend your time and your energy is one of the most important decisions you get to make in life.



# Our Technology Services Performance Excellence Process Is HERE TO STAY!

*“Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.”*  
– Paul J. Meyer