

Workload Management™ 12 Hour Workshop



The modules in this skill area help individual contributors excel in today's fast-paced, sometimes chaotic workplace.

Content & Outcomes

Identifying Work Priorities and Setting Verifiable Goals 4 hours

Today's managers and individual contributors often take on many different cross-functional, project-related, short- and long-term tasks, activities, and responsibilities. And the work often comes from many sources. As a result, both managers and individual contributors need to step in from time to time and ask themselves two questions:

- What should my high-priority responsibilities be right now?
- How will I, and others, know how well I'm performing?

This module consists of two closely related processes. The first helps people prioritize their work according to key results the organization is trying to achieve. The second helps formulate clear goals that have high payoffs for the organization and use objective terms that support verification of results.

Managing Your Priorities 4 hours

Rapid change, flatter organizational structures, and cross-functional duties mean employees today must assume greater responsibility for managing their own tasks. To do that successfully, they need to be able to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others. The activities in this module provide the awareness and skills participants need to make better decisions about their daily work. Participants learn techniques that help them deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in an environment in which changing priorities is a daily reality.



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Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net

Content & Outcomes**Personal Strategies for Navigating Change 4 hours**

In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization. Without personal strategies for dealing productively with change, employees can become overwhelmed and communication can break down.

This module provides an effective approach to navigating change that people in any organization can use. Participants explore skills that help them deal with change both individually and interpersonally, and they develop strategies to deal effectively with a change that is difficult for them.

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Identifying Work Priorities And Setting Verifiable Goals

Overview

People today often take on many different kinds of jobs and responsibilities – cross-functional, project related, short duration, and long term. Work may come from many sources, and the performance leader must step in from time to time and help people answer two questions:

- What should be my high-priority responsibilities?
- How will I—and others—know how well I’m performing them?

This unit consists of two closely related processes. The first helps people to prioritize their work according to the key results the organization is trying to achieve. The second process, goal setting, begins where the first leaves off. Participants learn a common-sense approach that helps them to formulate clear goals, add objective terms so they can verify results, and limit goals to those with high payoffs for the entire organization.

LEARNING OBJECTIVES

PART I: IDENTIFYING WORK PRIORITIES

- Rate and rank work responsibilities based on the organizational contribution.
- Identify options for handling high-priority responsibilities that may go undone.
- Successfully use the Key Actions to help identify work priorities.

PART II: SETTING VERIFIABLE GOALS

- Describe ways to use goal setting as a leadership tool.
- Translate high-priority responsibilities into intended outcomes with verifiable terms.
- Successfully use the Key Actions to help set verifiable goals.

PARTS I AND II

Recognize opportunities to use these processes as part of continuing communication with others about priorities and goals.

KEY ACTIONS

- Develop a list of work responsibilities
- Review and revise the list.
- Rate each responsibility based on its organizational contribution.
- Rank responsibilities in order of priority.
- Make adjustments as needed.



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TYPICAL TIME INVESTMENT

Time commitment varies. Please discuss with your certified Achieve Global Facilitator or the Authorized Distribution Partner. (4+ hours)

Managing Your Priorities

OVERVIEW

Rapid change, flatter structures, and cross-functional duties mean that individuals today must assume greater responsibility for managing their own tasks. To do that, employees need to know how to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others.

The activities in this unit provide the awareness and skills participants need to make better decisions about their daily work. Participants learn techniques that help them deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in an environment where changing priorities are a daily reality.

LEARNING OBJECTIVES

- Explain why the ability to manage competing priorities is an important skill in today's workplace.
- Review individual priorities as the basis for communicating clearly with others about what must be done to meet important goals.
- Handle interruptions and requests for help in ways that build or maintain good working relationships.
- Clarify expectations for tasks they need to perform.
- Analyze their own needs and work with others to identify ways to handle competing priorities.
- Decide when to delegate or hand off tasks and how to do this effectively.

INTERPERSONAL TECHNIQUES

- Say when
- Learn more
- Ask for help
- Give it away

TYPICAL TIME INVESTMENT

Time commitment varies. Please discuss with your certified AchieveGlobal Facilitator or the Authorized Distribution Partner. (4 hours)



Personal Strategies For Navigating Change

OVERVIEW

In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization. Without personal strategies for dealing productively with change, people can become overwhelmed and communication can break down.

This unit provides an approach to navigating change—an approach that people in any organization can use effectively. Participants explore skills that help them deal with change both individually and interpersonally, and they develop strategies to deal effectively with a change that's difficult for them.

LEARNING OBJECTIVES

- Describe the challenges of the changes participants are experiencing in their work.
- Describe common responses to change.
- Examine and learn from their own behavior during changes they've faced in the past.
- Assess and understand the reasons for change.
- Work effectively with others who resist change.
- Take positive action to make change successful, both individually and with others.

KEY ACTIONS

- Acknowledge your own reactions.
- Assess the impact of the change.
- Seek and acknowledge others' reactions.
- Take positive action individually and with others.

TYPICAL TIME INVESTMENT

Time commitment varies. Please discuss with your certified AchieveGlobal Facilitator or the Authorized Distribution Partner. (4 hours)

