

Effective Time Management

by Cecilia Martin



Decide with Confidence

INTRODUCTION

Time Management is an important and critical aspect of work-life. Many busy executives often find themselves strapped of time and burdened with increasing workloads, leading to job dissatisfaction and other undesirable outcomes. What many fail to realize is that these impossible 'workloads' are in fact the result of ineffective time and resource management.

This course is designed specifically to help participants understand the basic fundamentals of time management, and how it can help them greatly in their work. They will get to assess the problem areas in their current work situation, analyze their potential shortfalls, as well as to learn a host of time management strategies that will help them become more effective and efficient workers.

LEARNING OBJECTIVES

On completing this program, participants will:

- Identify and assess the problem areas in the management of their time
- Identify strategies to overcome these problem areas
- Plan their day, week and life more effectively
- Learn to use the time management matrix
- Learn prioritizing skills
- Develop systems and solutions that can be adapted to meet their needs
- Understand the value of effective time management and how it can enhance their lives

COURSE OUTLINE

INTRODUCTION TO THE WORKSHOP

- Alignment of expectations
- Icebreaker activity

Key Learning:

Participants will first understand the rationale for time management training, and the value and use of time management skills in their lives and at the workplace

STRATEGIES FOR MANAGING TIME BETTER

- Prioritizing
- Goal Setting
- Clarifying Values
- Daily Planning

Key Learning:

The trainer will present key pointers and strategies from the 1st to 3rd generation time management tools to participants.

Participants will get to understand what their personal roadblocks to effective time management is

- Bad Strategies
- Problematic Mindsets
- Bad Habits

TIME MANAGEMENT AUDIT QUESTIONNAIRE

- How do you management your time?

Key learning:

Participants will first complete a self audit that will help them understand and assess the current situation of their time management competency level through the use of a questionnaire.

WHAT IS TIME MANAGEMENT CRISIS?

Key learning:

Understand what it means to be an urgency addict, a struggling time manager and how to be balanced and in control

IDENTIFYING BARRIERS TO EFFECTIVE TIME MANAGEMENT

Introducing the 1st to 3rd generation time management

Key learning:

This session opens the floor to personal sharing of experience, in group / cluster format. This allows the facilitator to use first-hand practical examples for the training. rainer will then outline the possible solutions through the 4 Generation Tools of Time management.

INTRODUCING: THE TIME MANAGEMENT MATRIX

Differentiating between urgent and important activities

Key learning:

Participants will be introduced to the 4th Generation Tool – The Time Management Matrix.

ACTION PLANS

- Defining your Quadrant 2 activities
- Planning your upcoming week
- Making Short and Long term goals
- Doing up your time schedule

Key Learning:

Participants will understand how to set short and long term goals, introduce change gradually as well as to draw up an effective time schedule using the Time Management Matrix.

Effective Time Management

by Cecilia Martin



Decide with Confidence

ABOUT THE TRAINER – CECILIA MARTIN

Cecilia Martin has over 30 years working experience in the travel-related service industry. Her forte is in customer service. She had worked in a call centre environment for over 10 years where she gained her experience in training and coaching frontline and support personnel in company product and services, customer care, call handling and written communication. She also performed quality management on service standards and conducted in-house company-developed courses to ensure that the teams deliver nothing less than service excellence to the customers. The organisations she worked for was Singapore Airlines Limited and American Express Travel, the latter of which she was Quality & Training Specialist until May 2009.

Between 2007 and 2008, Cecilia was Training and Development Director at Glen Iris Training Centre which runs Singapore Workforce Skills Qualifications (WSQ) security-related courses. She also worked as a Business Development Consultant for a recruitment agency specialising in recruitment of call centre personnel. Her training experience also covers the teaching of Basic English for Customer Service to frontline retail personnel of other nationalities.

Cecilia holds a Diploma in English (University of London), Diploma in TESOL (London Teacher Training College) and Diploma in Travel-Related Studies (IATA-UFTAA). She is currently undergoing the Advanced Certification in Training and Assessment (ACTA) and awaiting certification in the International English Language Testing System (IELTS).

With valuable working experience gained from organisations that delivers premium servicing and attained teaching credentials and experience, Cecilia is now an Associate Trainer with training organisations providing training and coaching in customer service, business communication and training programs under the WSQ Employability Skills System (ESS).

Effective Time Management

by Cecilia Martin



Decide with Confidence

Date: 14th April 2010, 9am – 5pm
Venue: Concorde Hotel Singapore (Formerly Le Meridien Orchard Singapore)

Fee: [] S\$395 for D&B Subscriber [] S\$480 for Non-subscriber
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payments
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

EARLY BIRD – Fax in your registration before 14th March to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.