

€ TRAINING

Managing Multiple Tasks, Priorities &
Deadlines



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Introduction:

The level of competition in current business environments requires a focus on practices that assist in the management of personal and workgroup tasks, priorities, and projects. All types of organizations need to find more productive means to offer their products and/or services, so goals are established and tasks assigned to better meet customer and stakeholder needs. A focus on the use of productive practices allows for effective and efficient management of project work, establishing priorities and meeting deadlines, and is an important part of customer service.

Course Objectives:

At the end of this course the participants will be able to:

- Understand and develop skills necessary to get assigned work completed on time
- Recognize the internal and external influences on our daily work
- Demonstrate proper communications in task management
- Understand the characteristics of colleagues who assist in our work assignments
- Develop positive interpersonal techniques for better management of our work
- Manage change which results from innovation and improvements
- Learn to develop effective task planning for individuals and teams
- Demonstrate the ability to interact positively in interpersonal situations
- Adds personal value and competency to an organization

Targeted Audience:

Managers, Supervisors, and Team Leaders

Also, this course is suitable for all professionals among all departments and managerial levels

Course Outlines:

Unit 1: Introduction of Work Task Concepts:

- Understanding the role of self-management in managing tasks
- Overview and context of management of tasks
- Identifying some reasons for the current focus on managing tasks
- Understand how work is accomplished in organizations
- Identifying the role of strategic management in leadership of tasks
- Understanding the role of organization type in task management

Unit 2: Importance of Planning in Management of Tasks:

- Integrating a scope, work structure and management plan in assignments
- Learning to identify and manage stakeholders
- Identifying risk techniques that affect tasks, priorities, and deadlines
- Understanding how to develop clarity in purpose and objectives in task assignments
- Identifying the skills necessary to lead and manage work tasks

Unit 3: Setting Priorities and Deadlines in our Time Management:

- Using the manner we approach work as an initial time management plan
- Planning for time management, scheduling and meeting deadlines
- Integrating time management into the development of priorities
- Making the most from meetings, e-mails, interruptions and transition time
- Developing a personal plan, with a "to-do" list and priorities
- Dealing with time wasters, procrastination and bosses

Unit 4: Skills Required to Deal with People in our Work Assignments:

- Identifying skills required to obtain the help of others on tasks
- The importance of understanding our ways of working with others
- The importance of interpersonal skill in the accomplishment of tasks
- Identifying interpersonal work styles of self and other
- Understanding task flexibility and versatility in people leadership

Unit 5: Personally Managing Tasks to Implement Change:

- Learning techniques to use communication for success in tasks
- Understand the characteristics of proper communication
- Identifying methods to deal with human change patterns
- Developing a personal plan to become more effective with self-management
- Dealing with some people who struggle with change