

# **Time Management in the Office**

**Tracy Owens**

# Uncovering Problems

How do we know which PROBLEMS are most important?

Voice of the Customer

Voice of the Process

Voice of the Business

Voice of the Employees

Finance are the Eyes and Ears for  
Process Improvement

# Ensure the Right People are Doing the Right Work

- Onboarding
- Role Clarity
- Lean Tools
- Empowerment

# Onboarding for Excellence

1

- Attract new talent
- Recruit new hires

2

- Review qualifications
- Conduct interviews

3

- Prepare for 1<sup>st</sup> day
- Welcome new staff

Too often onboarding new hires is an afterthought, leaving the new team member feeling unwelcome and her/his perception of the new organization as disorganized.

Retention of employees saves money over continuous recruiting.

Building a consistent and smooth process creates a positive first impression.

# Onboarding for the Hiring Manager

## Practical Tools

CASI – a framework for quality

RACI / I-You-Who

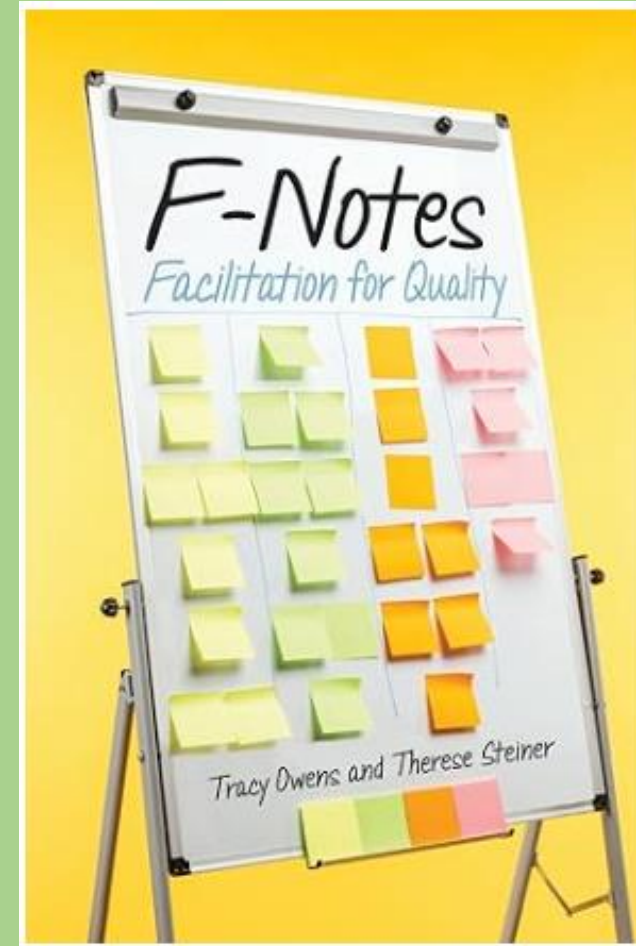
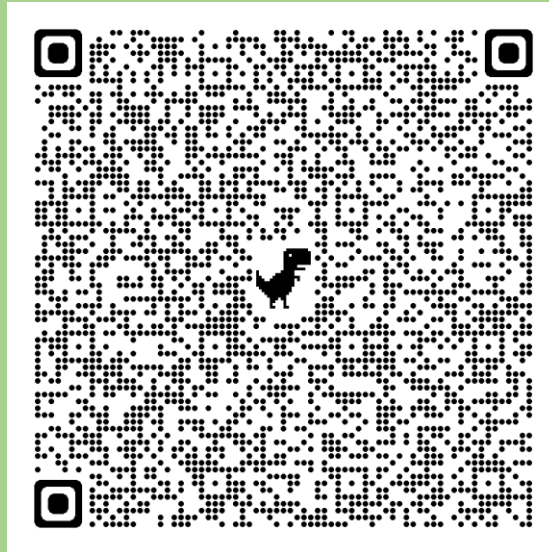
Response Router

Table 1 / Table 2

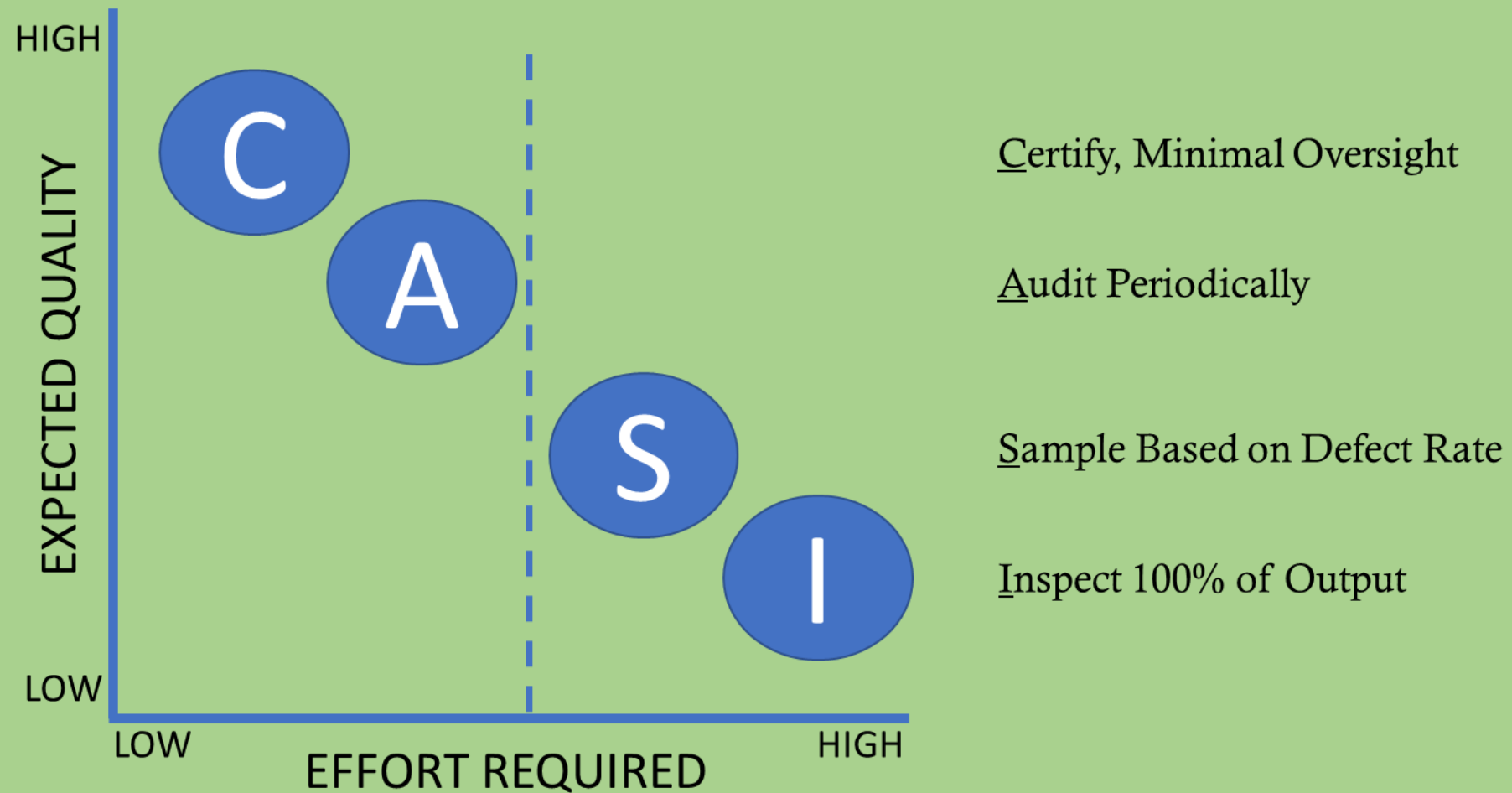
# Resources at Flexidian.com

F-Notes: Facilitation for Quality

Quality Press, 2020



# CASI Model



# RACI: to prevent duplication and gaps

**RESPONSIBLE** – Those who will execute the task

**ACCOUNTABLE** – Single person who owns the task's completion  
*[there can be only 1]*

**CONSULTED** – Who is asked for input prior to executing the task

**INFORMED** – Who is notified of the task's completion afterward

TASK	R	A	C	I
Conduct Needs Assessment	Dave, Ann	Reggie	Directors	Tina
Build Curriculum Outline	Tina	Reggie	Sups	Alex, Vijay
Assign Instructors and Rooms	Alex, Vijay	Tina	Facility Mgrs	Instructors
Schedule Classes in LMS	Dave	Tina		Reggie
Publish Classes to Staff	Tina	Reggie		Sups



# I-You-Who Tool

Three columns of tasks

- Those that are MY job are on the **I** list, left column
- On the **YOU** list are tasks that I must route to another person or team
- If I don't know **WHO** can help with a specific request, I add it to the third column as I am notifying my manager or opening a help desk ticket

# I - You - Who Sample

I OWN AND RESOLVE	TRANSFER TO (YOU)	WHO CAN RESPOND?
Lunch/dietary issues	Bus routes – refer to Diane	
Student schedule changes	State testing changes – refer to Pat	
	Broken laptop – refer to Kelly in Technology	
	Police request – refer to Principal Davis	
	Band question – contact Mrs. Taylor in band	
	Immigration form – contact counselor Ghavi	

As skills, access, and confidence increase,  
more items can move from YOU to I

*“I keep answering the same  
question...*

*...over and over again.”*

Born from sales and legal teams sparring  
over delays and incomplete information

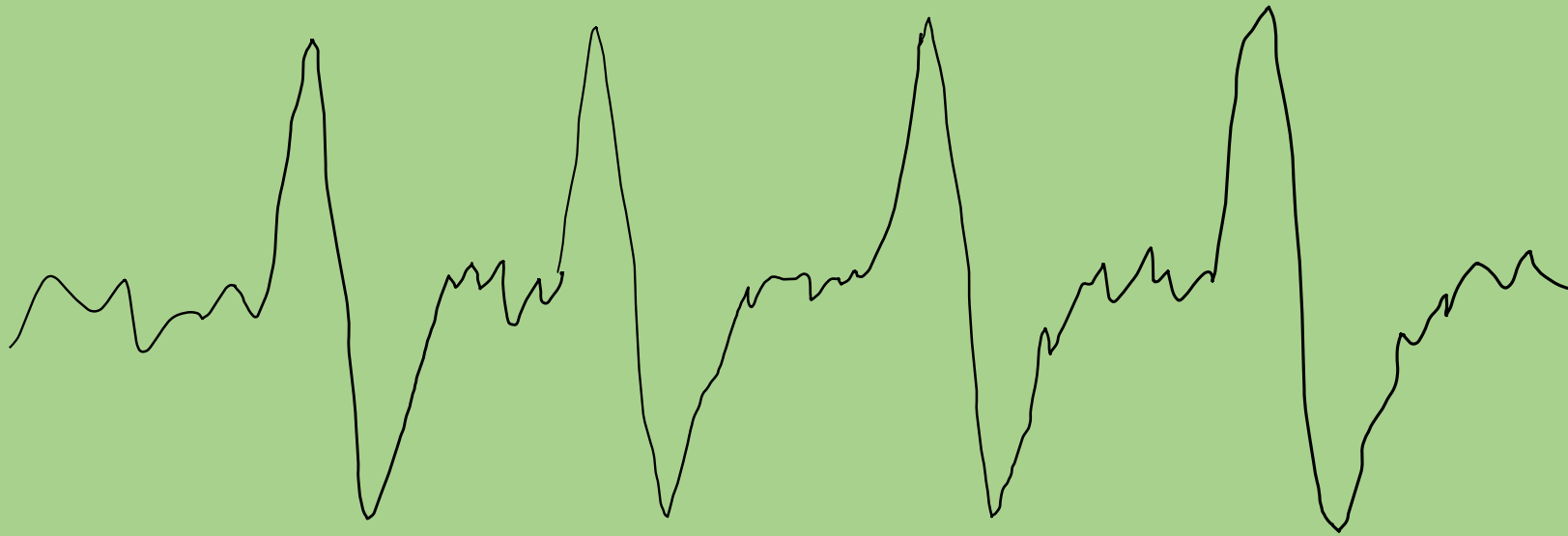
**The Response Router**

# Response Router Construction

ALWAYS YES	NEGOTIATE	ALWAYS NO	REASON	ALTERNATIVE
Left column:	This column is	“No” column:	If possible,	Further, give
items that you	for items that	options that	provide the	the requestor
don’t even	don’t fit and	are not possible	reason(s)	an alternative
have to ask	anything new	or available	for rejection	if you can

Any number of items that can be sorted into ALWAYS YES or ALWAYS NO will save time

# Table 1 / Table 2 Introduction



# Two Typical Triage Options

## *Delegate the Simple*

- Collector reviews new items and sorts simple and complex
- Sends all simple cases to the other member(s) for fast action
- Keeps complex work and starts digging!
- Join in work as needed

## *Route the Complex*

- Collector reviews new cases and sorts simple and complex
- Routes complex work to other team members
- Starts knocking out the simple items
- Joins the team when finished with simple

# Love/Hate Relationship with Forms

<u>Government Loves</u>	<u>Citizens Hate</u>
<ul style="list-style-type: none"><li>• The more information the better</li><li>• The bigger the words the more impressive</li><li>• Completely familiar with all the jargon and issues</li></ul>	<ul style="list-style-type: none"><li>• The longer the form the more frustrating</li><li>• The bigger the words the more likely to confuse</li><li>• Unfamiliar jargon and acronyms</li></ul>

# Idea Generation

**Speedboat / Hurdles**

**Six Thinking Hats**

**Buy a Feature**

**+3 / -3**

**My Worst Nightmare**

**Crazy 8s**

**Watering Hole**



# Contact

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