

Multitasking Skills and Tools Workshop™



Lon Roberts, Ph.D.
Roberts & Roberts
Associates



Course Description

Today's knowledge-worker deals in the realm of information and ideas . . . creative products that are affected by work habits but also work conditions. Success on the job depends on your ability to manage multiple tasks, multiple bosses, and multiple priorities . . . all of which compete for your time and attention. This workshop addresses this reality head-on. It deals with managing your tasks, circumstances, and work habits more effectively, allowing you to maximize your creative energy and the vitality. You will learn practical skills, aided by special tools, for managing multiple tasks and conflicting priorities. You will also learn tactics for coordinating multiple projects and juggling competing demands on your time and attention from multiple bosses. Furthermore, aided by our Task Orientation Style™ assessment instrument, you will gain insight into your personal task management style and how to benefit from this information to enhance your performance.

This 1-day workshop is geared for anyone who has to juggle multiple tasks and conflicting priorities under resource-constrained conditions. It is especially relevant to individual contributors and support personnel who are faced with competing demands on their time and attention.

Learn ...

- What We Know From Research About Multitasking and the Brain
- Strategies for Managing Multiple Tasks
- How to Deal With "Attention Thieves" and Distracters
- How to Handle Interrupters and Off-loaders Diplomatically
- How to Use the Multitasking Toolkit to Enhance Your Multitasking Capability
- How to Devise an Action Plan and Put the Principles into Immediate Action

Contents

- Introduction
- Costs & Benefits of Multitasking
- Multitasking and the Brain
- Task Orientation Styles
- Setting & Managing Priorities
- Attention Management
- Interpersonal Negotiating Skills
- Using Metrics & Factual Data
- Techniques for Gaining Cooperation
- Multitasking Toolkit
- Managing Stress and Conflict
- Action Plan for Immediate Application
- Supplementary Charts

Good Multitasking vs. Bad Multitasking

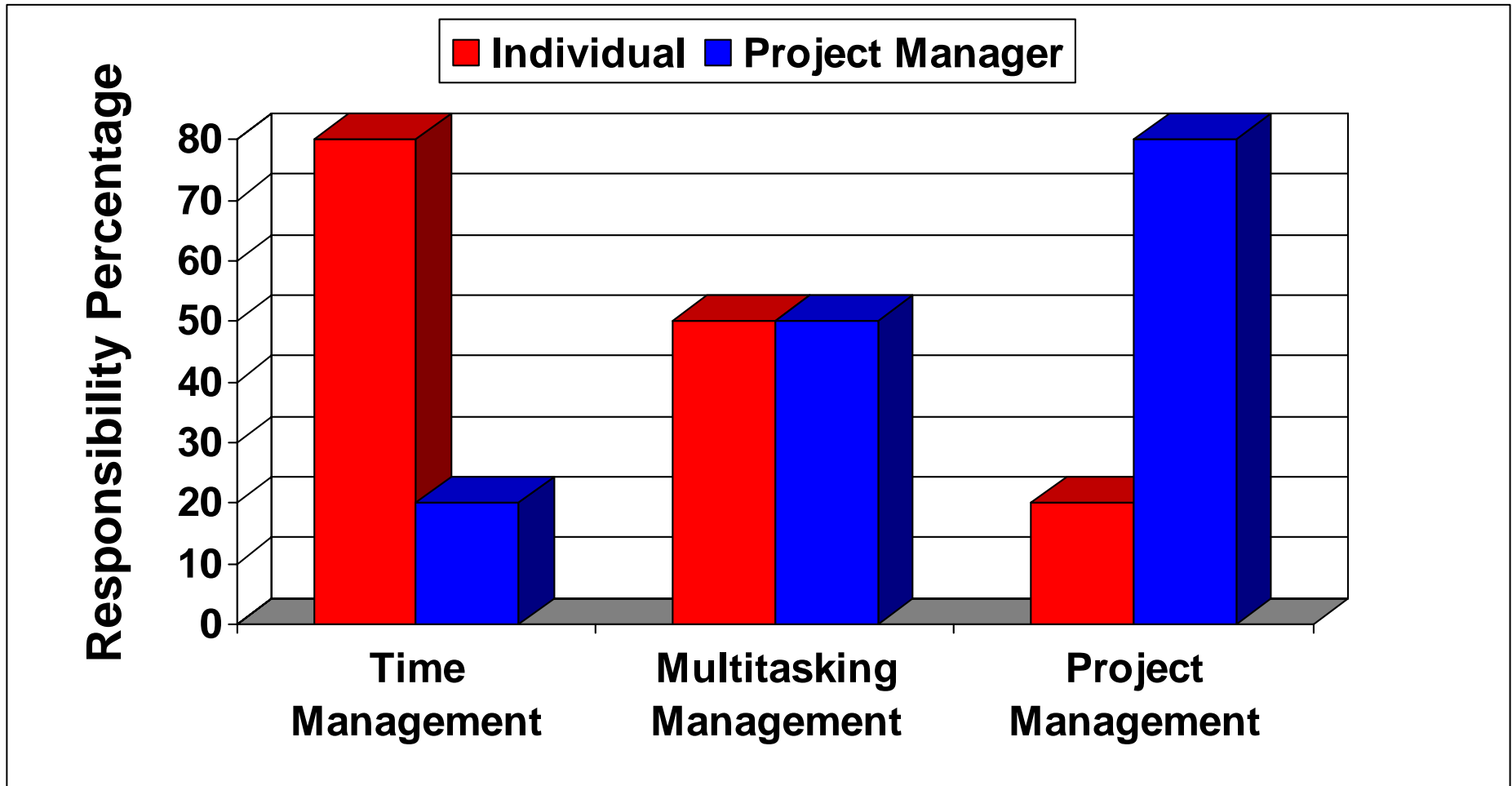
Good

- Disciplined
- Conducive to creative thinking & problem solving
- Fosters self-selection, thus a sense of control
- Enjoyable tasks
- Accounts for individual styles

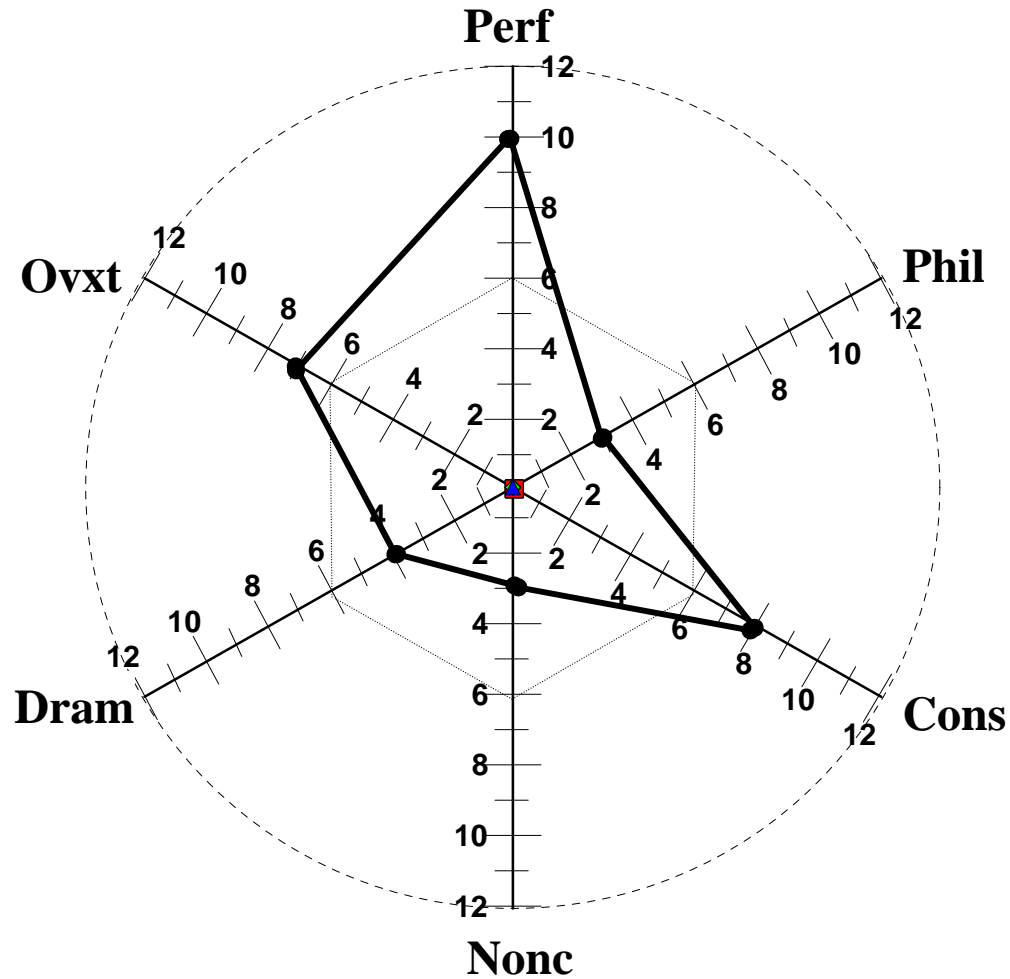
Bad

- Random & fragmented
- Involves menial tasks that waste knowledge worker's time/energy
- Requires frequent "context switching"
- Imposed from external sources
- Encourages 24/7 work

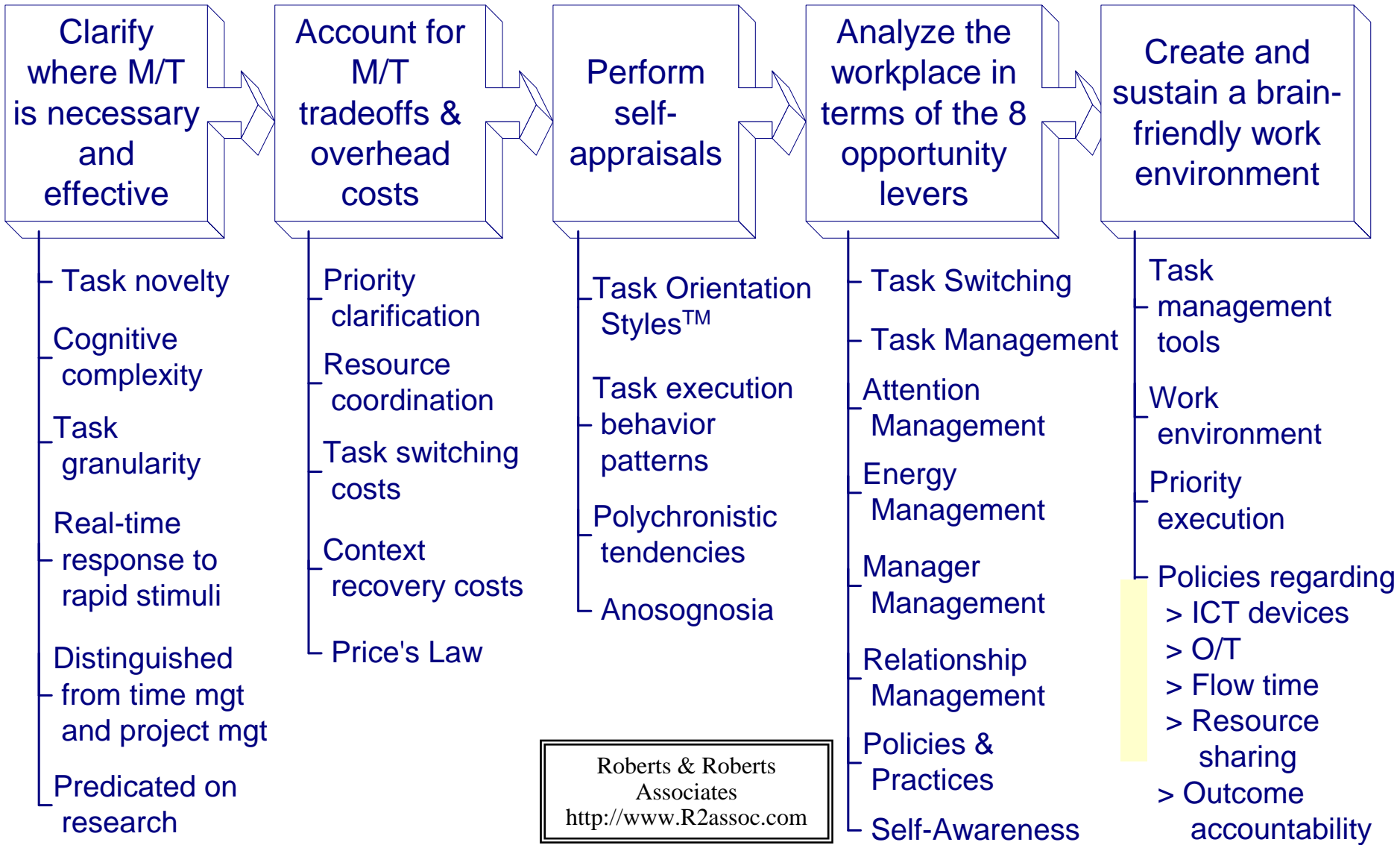
Who Bears Responsibility for Effective Multitasking?



Task Orientation Styles™ Profile



Process Model: *Multitasking Management by Design™*

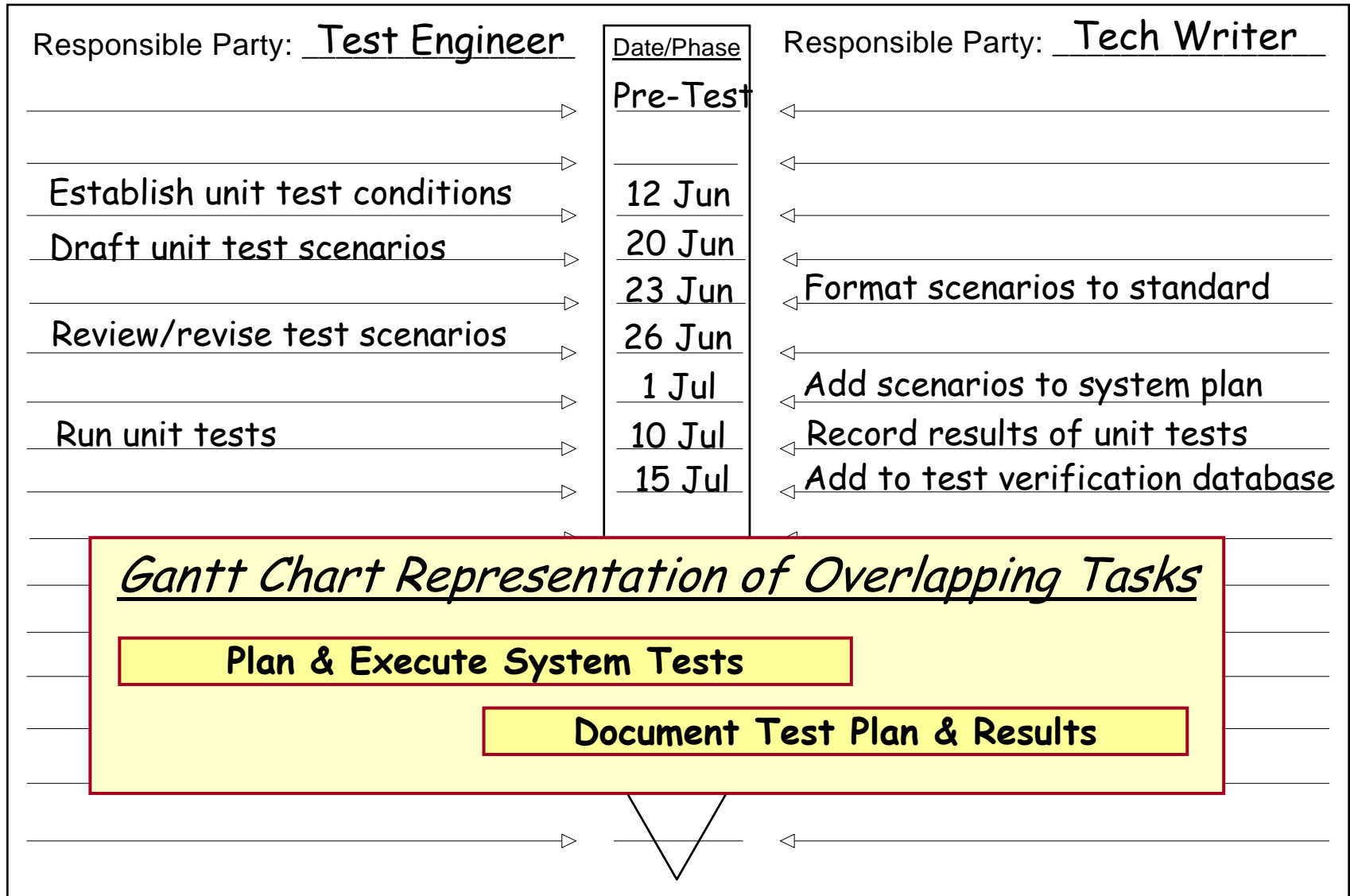


Roberts & Roberts
Associates
<http://www.R2assoc.com>

Multitasking Work Load

Name:		Bill Bailey						Interval: Jan-Jun	
Project Mgr.	Project/Task	Jan	Feb	Mar	Apr	May	Jun	Total	
T. Elizondo	LAN Network Project								
	Plan	40						40	
	Design		60	20				80	
	Code			100	120	100		320	
	Test					40		40	
	Install						24	24	
M. Baker	Network Security Project								
	Plan			40				40	
	Design				75			75	
	Code					80	80	160	
	Test								
	Install								
E. Fermi	Quality Task Force								
	Meetings	8	8	8	8	8	8	48	
	Site Reviews		32		32		32	96	
	Totals:	48	100	168	235	228	144	923	
	Nominal:	173	173	173	173	173	173	1038	
	Overtime:	-125	-73	-5	62	55	-29	-115	





Roberts & Roberts Associates



Lon Roberts, Ph.D.

www.R2assoc.com

info@R2assoc.com

972.596.2956

- Leading Accelerated Projects
- Gleaning Facts From Figures
- SPC Workshop for Users
- Quantitative Tools for Project Managers
- Analytical Skills for Admin. Professionals

See descriptions at
www.R2assoc.com/Trainp.htm

