

CENCAN CONFERENCE

TIME MANAGEMENT

STRATEGIES FOR EFFICIENCY
WITHIN YOUR WORKPLACE

JOLENE WATSON, RVT
Professional Speaker & Trainer
Creating Connections



Always use the '**PLATINUM RULE**- Treat others the way they want to be treated.

NOTES:

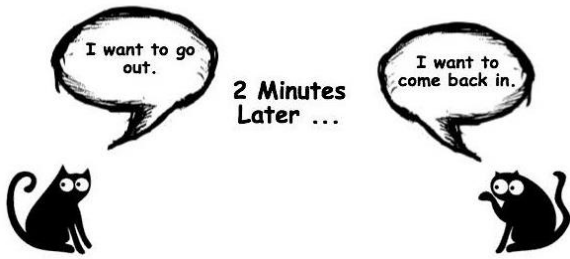


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www.jolenewatson.com/veterinary

Why introverts are like cats



- E** Extraversion
 - Action
 - Outward
 - People
 - Interaction
 - Many
 - Expressive
 - Do-Think-Do
- I** Introversion
 - Reflection
 - Inward
 - Privacy
 - Concentration
 - Few
 - Quiet
 - Think-Do-Think

- S** Sensing
 - Facts
 - Realistic
 - Specific
 - Present
 - Keep
 - Practical
 - What is
- N** Intuition
 - Ideas
 - Imaginative
 - General
 - Future
 - Change
 - Theoretical
 - What could be

EXTROVERSION		INTROVERSION
Initiating		Receiving
Expressive		Contained
Gregarious	ENERGY	Intimate
Active		Reflective
Enthusiastic		Quiet
SENSING		INTUITION
Concrete		Abstract
Realistic		Imaginative
Practical	INFORMATION	Conceptual
Experiential		Theoretical
Traditional		Original
THINKING		FEELING
Logical		Empathetic
Reasonable		Compassionate
Questioning	DECISIONS	Accommodating
Critical		Accepting
Tough		Tender
JUDGING		PERCEIVING
Systematic		Casual
Planful		Open Ended
Early Starting	LIFESTYLE	Pressure-Prompted
Scheduled		Spontaneous
Methodical		Emergent

- T** Thinking
 - Head
 - Distant
 - Things
 - Objective
 - Critique
 - Analyze
 - Firm but fair
- F** Feeling
 - Heart
 - Personal
 - People
 - Subjective
 - Praise
 - Understand
 - Merciful

- J** Judging
 - Organized
 - Decision
 - Control
 - Now
 - Closure
 - Deliberate
 - Plan
- P** Perceiving
 - Flexible
 - Information
 - Experience
 - Later
 - Options
 - Spontaneous
 - Wait

TIPS FOR SAVING TIME:

EXTROVERTS: Book extra time for these clients and expect them to ask many questions; they usually only require one meeting.

INTROVERTS: Always allow 24 hours for these clients to process information. Book multiple calls/meeting as needed.

SENSING: Ask them if they want to read all documents ahead of time; send them emails documenting all phone conversations and ensure your quotes are extremely accurate. Prove you have done your research!

INTUITION: Talk often about the future and their vision; do not expect them to read contracts or follow steps. Make sure you get them to initial all important documents before signing and avoid being too detailed.

THINKING: Have documents and proof ready and expect these clients to question and debate the processes and rates; give them time to do their research. These clients value efficiency and promptness!

FEELING: Make sure you align with the values of the client; ask how they are feeling on a regular basis and reassure them when needed. Let them know you are available for questions and have their best interest in mind.

JUDGING: Make sure you have everything in order and organized with tabs on every page. They will truly appreciate this and will feel instant rapport with you. Consider using folders and binders for all important documents.

PERCEIVING: Remind these clients about meetings/phone calls multiple times and expect that they may arrive late or need to reschedule. Give them many options as they don't like feeling trapped.

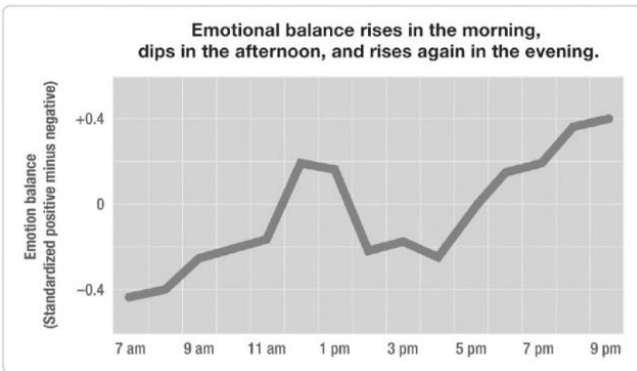
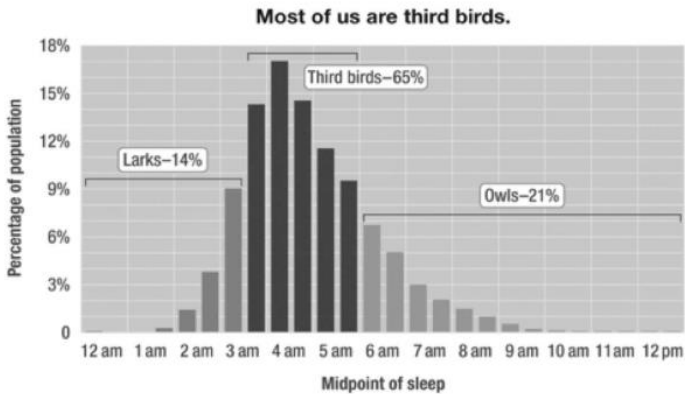


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CHRONOTYPES:



DANIEL PINK- 'WHEN' THE SCIENTIFIC SECRETS OF PERFECT TIMING

1. WHAT TIME DO YOU USUALLY GO TO SLEEP ON A DAY OFF?
2. WHAT TIME DO YOU USUALLY WAKE UP ON A DAY OFF?
3. WHAT IS THE MIDDLE OF THOSE TWO TIMES? THIS WILL BE YOUR MIDPOINT OF SLEEP.

WWW.DANPINK.COM/CHAPTER1SUPPLEMENT

Time	What am I doing?	How mentally alert do I feel?	How energetic do I feel?
7:00 am	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
8:30 am	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
10:00 am	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
11:30 am	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
1:00 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
2:30 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
4:00 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
5:30 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
7:00 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
8:30 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
10:00 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
11:00 pm	_____	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10

CAN YOU BECOME A MORNING PERSON?

SORT OF....

1. Go to bed earlier; move the alarm clock to across the room to avoid pressing the snooze button.
2. Leave a bit earlier to all events to get in the habit of arriving before you need to.
3. Minimize confusion; choose your outfits the day before and lay them out. Do ironing and even have a shower the night before/straighten hair etc.
4. Remove all distractions from the bedroom such as cell phones and TV's.

BEST TIME OF DAY FOR THE THREE CHRONOTYPES			
	LARK	THIRD BIRD	OWL
ANALYTIC TASKS	Early Morning	Early to MidMorning	Late afternoon and evening
INSIGHT TASKS	Late Afternoon/ Early Evening	Late Afternoon/ Early Evening	Morning
MAKING AN IMPRESSION	Morning	Morning	Morning (Sorry, Owls)
MAKING A DECISION	Early Morning	Early to MidMorning	Late Afternoon and Evening

NOTES:



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PHONE ETIQUETTE:

1. Start Relationships-According to Harvard Business Review prospects have made 60% of the purchase decision before they pick up the phone.
2. Personalize it=Use the names of the client often in the conversation.
3. Determine the clients' needs-Watch for their word choices and repetition
4. Present the service first and the PRICE LAST!
5. **Ask for the meeting;** ask preference of text or call...Give two to three options of appointment times.

MULTITASKING:

YOUR MIND CONTINUES TO RUMINATE CONTINUOUSLY ON UNFINISHED TASKS WHICH WILL CAUSE COGNITIVE HANGOVERS.

TACKLING 2 JOBS AT ONCE WILL TAKE YOU 30% LONGER AND YOU WILL MAKE TWICE AS MANY MISTAKES

PRIORITIES VS BUSY WORK:

IMPORTANT	URGENT	NOT URGENT
	Q1- Priority Tasks MANAGE	A2- Strategic Plans FOCUS
NOT IMPORTANT	Q3- Tasks Important to Others AVOID	Q4-Activities that Yield Little Value LIMIT

NOTES:



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DELEGATION / WHEEL OF LIFE:

Position: Veterinary Technologist				
TASKS	Good At; Love Doing Good At; Don't Love Doing Not Good At; Love Doing Not Good At; Don't Enjoy			
	Office Management	x		
Dentistry			x	
Bookkeeping/Tracking Purchase Orders				x
Supply/Drug Orders	x			
Anesthesiologist Duties		x		
Nutritional Consultations with Clients	x			
Performance Reviews	x			
Grooming			x	
Updating Vet Clinic Facebook Page/Social Media (GEN Y)	x			
Radiologist Duties		x		
Phlebotomy		x		

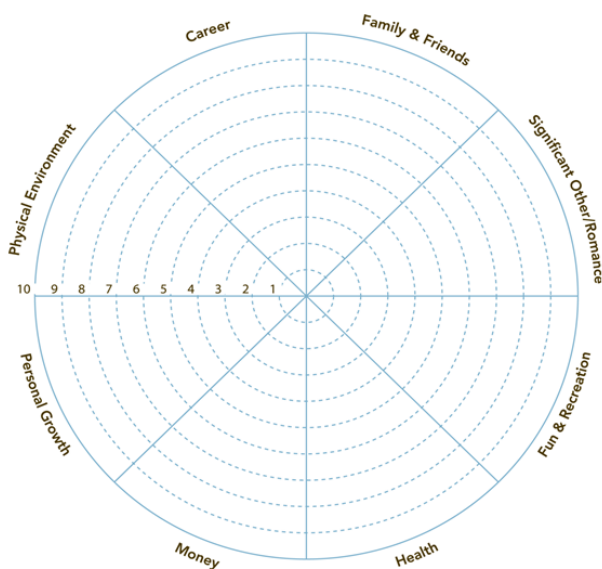
S.M.A.R.T. Goals Defined

- S** • Specific (Clear, concise, tangible)
- M** • Measurable (Dollars, volume, time, experiences)
- A** • Actionable (You can do something to actually make this happen)
- R** • Realistic (50% realistic is fine)
- T** • Timed – (Deadlines announced, committed to)

FAVORITE TASKS:	LEAST FAVORITE TASKS:
------------------------	------------------------------

BREAKS:

1. **MICRO-BREAKS- SET TIMER FOR 25 MINS, HAVE WATER**
2. **BREAKS, STAND AND SHAKE YOUR ARMS/LEGS**
3. **MOVING BREAKS- TAKE A 5 MINUTE WALK EVERY HOUR**
4. **NATURE BREAKS- GET OUTSIDE WHEN POSSIBLE**
5. **BE SOCIAL WHEN POSSIBLE WITH COWORKERS OR OTHERS (PHONE A FRIEND, FAMILY MEMBER ETC.)**
6. **MENTAL GEAR SHIFTING BREAK- MEDITATE, CONTROL YOUR BREATH, LIGHTEN UP (LISTEN TO A COMEDIAN, LISTEN TO YOUR FAVORITE MUSIC)**



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TIME MANAGEMENT SESSION FEEDBACK FORM

NAME / ROLE:

CLINIC:

WHAT DID YOU VALUE MOST ABOUT THIS WORKSHOP?

MY TOP TWO TAKE AWAYS ARE:

ADDITIONAL COMMENTS/TESTIMONY:

Can I use your comments including your first and last name on my website? If yes, please give me permission via your signature below:

Signature First and Last Name (Printed) Email Phone #

WOULD YOU LIKE TO BE ADDED TO MY MONTHLY MAILING LIST FOR UPDATES? YES NO

Services I am interested in learning more about:

In-house Team Building Myers-Briggs® workshop (including customized reports) ____

Vision Boarding / Goal Setting Workshop for a retreat or corporate event ____

Have Jolene come to speak at my clinic or a local event in my community ____



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