

# Chapter Review

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## Time Management and Personal Effectiveness

### Objectives...

- 1 discuss the importance of time management by individuals at work
- 2 discuss the main factors affecting time management
- 3 identify factors that might lead to the ineffective or inefficient use of time
- 4 explain why it is important for a manager to understand their role if they are to be effective

### Key Terms

<b>Role</b>	A set of actions and activities that a person in a particular position is supposed to perform, based on the expectations of both the individual and surrounding people
<b>time management</b>	refers to a range of skills, tools, and techniques used to manage time when accomplishing specific tasks, projects and goals

Managers are typically busy each and every day and find it almost impossible to do everything. The management of time is therefore an issue which is fundamental to job performance. Managers wanting to be more effective must recognize what their job really is. That is to say, the manager's effectiveness is significantly influenced by their insight into their own work. The manager's job can be described in terms of various "roles," or organized sets of behaviours identified with a position. Performance depends upon how well the manager understands and responds to the pressures and dilemmas of the job. Thus managers who can be reflective about their work are likely to be effective at their jobs. They must develop ability and methods to help them decide what to do and when to do it. They must also consider what to delegate. Assertiveness can contribute to the better use of managers' time by enabling managers to deal more effectively with interruptions. Assertion is the ability to express ideas, opinions or feelings openly and directly without putting down ourselves or others. Finally, a manager's use of time can be made more productive if personal communication skills are improved.