

Time and Stress Management

Participant Manual



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Time and Stress Management

At the completion of this module, participants will be able to:

- Gain an understanding of where our time is spent
- Develop the mindset to overcome time management obstacles and work more efficiently
- Apply tools to plan, organize, and manage our time
- Apply best practice approaches to manage stress more effectively

Overview

We have probably all heard the phrase, “Time is money.” There is a significant distinction that we need to keep in mind about this comparison. Time and money can both be either spent or invested, but time cannot be saved by putting some away for future use.

Time escapes minute by minute and hour by hour. Nothing we do will stop or rewind a clock or calendar. We all have the same amount of time, 1440 minutes per day. There are no short-cuts to managing ourselves more effectively. The key is to invest our time in the most productive way, not only for the sake of our company but for our own peace of mind.

Managing stress is like managing time: it’s all about managing yourself. The impact of stress takes a heavy toll on people and organizations. With the challenges of a highly competitive, global economy, the rate of change will continue to create stress. Being able to cope more effectively is a survival issue for everyone, and even an opportunity to thrive.

“Old habits cannot be thrown out the upstairs window, they have to be coaxed down the stairs one step at a time.”

—Mark Twain



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Tyranny of the Urgent



Original concept by Charles E. Hummel

What would be the result if you spent more time in quadrant 2?

Time Robbers

Factors externally imposed:

1. Telephone interruptions
2. Meetings
3. Social visiting
4. Other people's deadlines
5. Unexpected delays
6. Mistakes of others
7. Paperwork and reports
8. Poor communication
9. Outside activities
10. Employees with problems
11. Responding to crises
12. Customer complaints
13. Too much routine work
14. Unexpected interruptions

Factors self-generated:

1. Lack of good organization
2. Procrastination
3. Unrealistic time estimation to do a job
4. Trying to do too much
5. Lack of delegation
6. Snap decisions that backfire
7. Failure to listen
8. Lack of motivation
9. Lack of planning
10. Making all decisions yourself
11. No system of self-accountability
12. Not maintaining daily list of projects
13. Confused responsibilities
14. Lack of creative effort

Consider your own time robbers ...

List factors under each category that rob you of most of your time.

Factors externally imposed:

Factors self-generated:

Time Management Tools

Time log:

Block time:

Batch tasks:

Priority list:

Delegation:

*“Time is the scarcest resource of managers.
If it is not managed, nothing else can be managed.”*

—Peter Drucker

Tips for Effective Time Management

- Get your “house” in order. Clear your desk of clutter and organize your workspace and paperwork based on importance and frequently used items.
- Use time management tools such as to-do lists, block time, batching tasks, time logs, project lists, priority lists, and calendars.
- Post your to-do list, and priorities; and reward yourself when items are crossed off.
- Set realistic goals, break these into small steps, and just do it. Start small and you’ll be surprised how easy it is to finish.
- Be efficient—plan each day by filling small gaps of time with small items on your to-do list. For example, back up your computer when you leave for lunch.
- Go with your internal clock. Some people are clearly “morning” or “night” people. If you are one of these people, get things done when your energy and productivity level is at its highest. Create a schedule to take advantage of peak periods in your day.
- When you find yourself “on a roll,” stay on a roll. Capitalize on those spurts of energy, motivation, and creativity. These rolls can cancel out unproductive blocks of time.
- Get the “tomorrow I’m going on vacation attitude.” Kick up your productivity and get all urgent matters, phone calls, and e-mails taken care of.
- Learn to make good decisions quickly.
- Live in day-tight compartments. Remove distractions, minimize interruptions, and get focused on the item or project at hand.
- Use procrastination and breaks to your advantage by getting reenergized and boosting your creativity.
- Don’t over commit. Just say no—explanations are not always necessary.

Tips to Overcome Procrastination

- The obvious solution is to simply do the task as soon as practical, while we have enough time to do the job correctly.
- Stop rewarding yourself for putting things off, getting out of something, or having someone else do your work for you.
- A prioritized to-do list, a daily schedule, and a simple record-keeping and reward procedure will do wonders.
- Recognize and change negative thoughts and attitudes about the task. Instead, think of the enjoyment and the relief in getting the job done.
- Break big jobs down into manageable tasks and work on “getting started.” Try just tackling five minutes of the project and you might find you’ve worked longer than planned.
- Do the hardest things first.
- Give yourself a pep-talk.
- Muster up motivation and enthusiasm about the job or task. Talk to the right people and get reenergized.

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Put Stress in Perspective

Identify an area of your life that is causing a disproportionate amount of stress.

Consider these questions: “What about this situation is causing the stress?” “How can I better handle the stress?” “What impact will this have on achieving my vision?”



“Remember the next time a cloud of unhappiness settles down on you, that you are merely not feeling equal to the tasks before you and that if you overcome this feeling your unhappiness very likely will disappear. Remember, too, that happiness comes and goes, like a revolving beacon light. It flashes brilliantly a moment, then it is gone. But if it shone all the time you wouldn’t appreciate it.”

—Dale Carnegie

Manage Stress

Fundamental Principles for Overcoming Worry

1. Live in “day-tight compartments.”
2. How to face trouble:
 - a. Ask yourself, “What is the worst that can possibly happen?”
 - b. Prepare to accept the worst.
 - c. Try to improve on the worst.
3. Remind yourself of the exorbitant price you can pay for worry in terms of your health.

Basic Techniques in Analyzing Worry

1. Get all the facts.
2. Weigh all the facts—then come to a decision.
3. Once a decision is reached, act!
4. Write out and answer the following questions:
 - a. What is the problem?
 - b. What are the causes of the problem?
 - c. What are the possible solutions?
 - d. What is the best possible solution?

Manage Stress

Break the Worry Habit Before It Breaks You

1. Keep busy.
2. Don't fuss about trifles.
3. Use the law of averages to outlaw your worries.
4. Cooperate with the inevitable.
5. Decide just how much anxiety a thing may be worth and refuse to give it more.
6. Don't worry about the past.

Cultivate a Mental Attitude That Will Bring You Peace and Happiness

1. Fill your mind with thoughts of peace, courage, health, and hope.
2. Never try to get even with your enemies.
3. Expect ingratitude.
4. Count your blessings—not your troubles.
5. Do not imitate others.
6. Try to profit from your losses.
7. Create happiness for others.

“It is not work that kills men; it is worry. Work is healthy; you can hardly put more upon a man than he can bear. Worry is rust upon the blade. It is not the revolution that destroys the machinery but the friction.”

—Henry Ward Beecher

Manage Stress

The Perfect Way to Conquer Worry

1. Pray.

Don't Worry About Criticism

1. Remember that unjust criticism is often a disguised compliment.
2. Do the very best you can.
3. Analyze your own mistakes and criticize yourself.

“Your most unhappy customers are your greatest source of learning.”

—Bill Gates

Manage Stress

Prevent Fatigue and Worry and Keep Your Energy and Spirits High

1. Rest before you get tired.
2. Learn to relax at your work.
3. Protect your health and appearance by relaxing at home.
4. Apply these four good working habits:
 - a. Clear your desk of all papers except those relating to the immediate problem at hand.
 - b. Do things in the order of their importance.
 - c. When you face a problem, solve it then and there if you have the facts necessary to make a decision.
 - d. Learn to organize, deputize, and supervise.
5. Put enthusiasm into your work.
6. Don't worry about insomnia.

“Adopting the right attitude can convert a negative stress into a positive one.”

—Hans Selye

Commitment to Put Stress in Perspective

Challenging situations in my career where I experience stress:

1. _____
2. _____
3. _____

One specific area where I plan to reduce stress:

Principle(s) to help me to put this stress in perspective:

Why this is important to me:

Benefits to my organization:

How is this going to impact my vision?

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