

WORKLOAD MANAGEMENT

WORKLOAD MGMT

There are three important elements associated with well-developed workload management.

1. Clarity
2. Consistency, and
3. Connections

BENEFITS

Well-developed workload management skills can be a major advantage to the team in helping...

- *Build higher productivity & prevent burnout*
- *improve work-life balance, and*
- *provide 'mental space' for strategic thinking*

CONNECTIONS

Great workload management doesn't happen in a vacuum. Connect with your team to ensure that overarching goals & objectives are clear & everyone is on board with the approach to workload management. Don't be afraid to ask for help if you believe you won't have time to meet objectives within in the defined timelines.

CONSISTENT APPROACH

Inadequate resourcing can be a major source of workload chaos. *Workload management works best when the team takes a consistent, agreed, approach.*

Identify priority activities, chunk them into smaller, similar sized batches & split them between 1) people who have the correct skills, or 2) those who wishes to learn new ones.

OVERCOME STRESS@WORK

Overcommitting just frustrates you & causes disappointment in others. **Set Reasonable Deadlines:** Assume everything will take twice as long as you think. If it doesn't, you've under-promised & over-delivered. Great!!

Prioritize Collaboratively: One of the most prevalent causes of stress@work is the feeling that you are not in control of your own time & deliverables. Collaborative goal setting, problem solving & clarification of priorities can go a long way to combat feelings of helplessness.

Focus! Multitasking does not work.

1. Focus on one activity to complete it most efficiently.
2. Block time on your calendar for specific activities.
3. Agree upon 'quiet time' in your group where you can count on having uninterrupted time to work on complex or detailed activities.

WINNING STRATEGY

Open lines of communication are integral to workload management success.

It is counterproductive to force someone into accepting a task they can't, or don't have time to do. Give colleagues permission to set boundaries with their time & decline if there is a good reason.

Use standardized, agreed upon phrases to 1) initiate problem solving, 2) identify potential roadblocks, or 3) trigger a conversation about priorities.

Use a RACI

Time is money. Confused roles can leave jobs undone, waste &/or duplicate work. Use a RACI (Responsible, Accountable, Consulted, Informed) chart to ensure that everyone impacted by an activity has the right role & amount of information.