

WorkLean

Time Management Strategies for Busy Faculty

June 23, 2010

WorkLean Summary

Work Habits


- Process incoming work (4Ds)
 - Do it
 - Delegate it
 - Designate it: move work (often an email) into the calendar or taskpad
 - Dump it
- Worst-first
- Single task: batch email (no grazing!) and non-urgent interactions (use agendas for regular talks)
- Live in your calendar: schedule predictable work


Email

- One subject per email
- Unambiguous, useful subject line (think newspaper headline)
- Clearly assign responsibilities and tasks
- Keep it concise (5 sentences, not *War and Peace*)

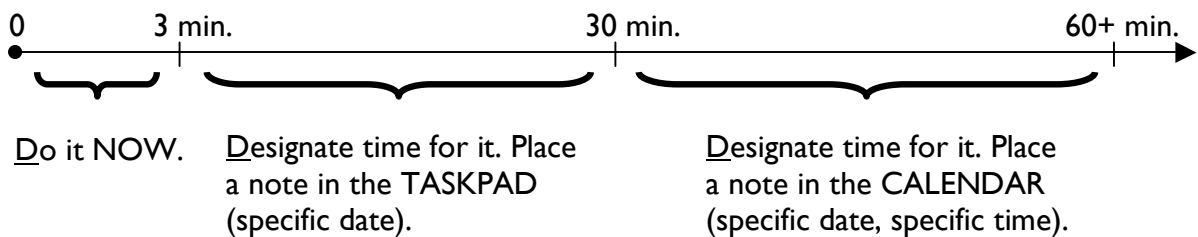
Applying the 4Ds

When something arrives for you to deal with (email, phone call, piece of paper on your desk, quick question from your colleague, etc.), ask yourself the following questions.

Are you actually going to it? (Honestly.)  Dump it

Can someone else do it?  Delegate it. Put followup reminder in taskpad.

How long will it take to complete?



The 4Ds

Dump it

Do it

Delegate it

Designate (time for) it

	Do Now	Calendar	Taskpad	Trash	Outbox	Reading	File
Electric bill: small enough to pay on-line, computer & network available.							
Email with info about off-site meeting next month. Need to keep information about logistics.							
Mockup of final copy for conference poster. Needs your approval. (Takes 10 minutes.)							
Flyer about a ballot proposition. Handle these possibilities:							
Volunteer to take action (will take two minutes), keep flyer.							
Skim, done with.							
Decide to attend a meeting about it.							
Department chair requests schedule for fellowship interviews, which comes out next week. (Takes 15 minutes.)							
Medical journal arrives. Handle these possibilities:							
Good article for colleague to read.							
Found an important (but long) article for yourself.							
Direct report asks for information about new clinic procedures. Handle these possibilities:							
You have the information, but don't have time now.							
You have to gather the information (45 min.), but don't have time now.							
Just returned from a week-long business trip. Have a pile of receipts and expenses. (Will take 25 minutes.)							

The 4Ds: Dump it; Do it; Delegate it; Designate (time for) it

Thursday's meeting

Send Chat Attach Address Fonts Colors Save As Draft Photo Browser Show Stationery

To:

Cc:

Subject: Thursday's meeting

From: Daniel Markovitz <dan@timebackmanagement.com> Signature: TimeBack

Laura,

Thanks for meeting with me yesterday. I'm glad we got to address some of the inefficiencies in our patient intake processes and the likely source of some delays and errors.

I think for our next step, we need to have a meeting with the section chief of dermatology so that we can figure out how to get the resources (both time and money) to do a map of the patient intake process. I don't know if we'll need to bring in an outside consultant -- money is tight all around, these days -- but it would certainly be helpful to have someone internally with experience in this type of work who can lend a helping hand. Perhaps you can find someone from your department? Please let me know who might be a good candidate, and I'll also think about who else from my section we can involve.

Also, you should note that I'll be out of my office next month for about 10 days. I'll be presenting at a conference in Manitoba, and then will be taking the family on vacation for a week to the Clinton Presidential Library. Given my schedule, I'd appreciate it if you would take the lead in estimating a time frame for this project before I return. Can you send it to me by the end of this week? If you remind me, I can get you some materials from the folks in thoracic surgery who have done something similar. It might be useful for us when we talk to the dermatology section chief.

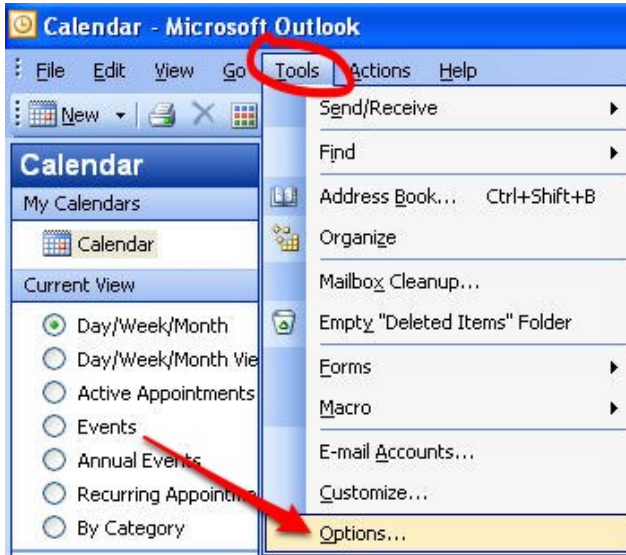
One more thing: my office will be placing an order for some reference books on lean process improvements for hospitals. Let me know if you want to add anything to this order.

Thanks,

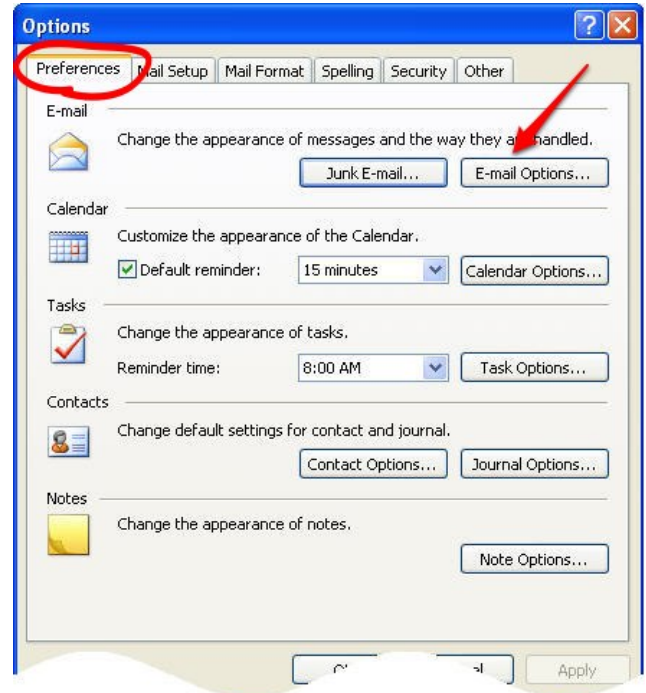
dan

How To Turn Off Email Alerts

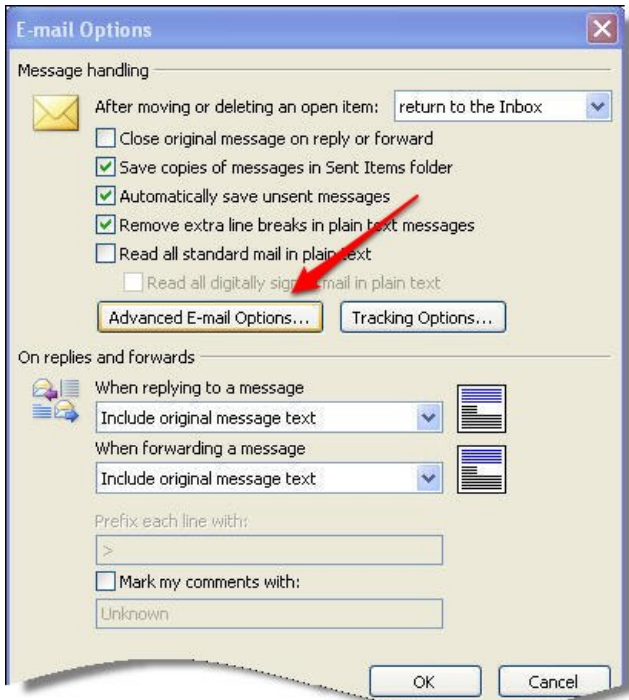
1. On the **Tools** menu, click **Options**.



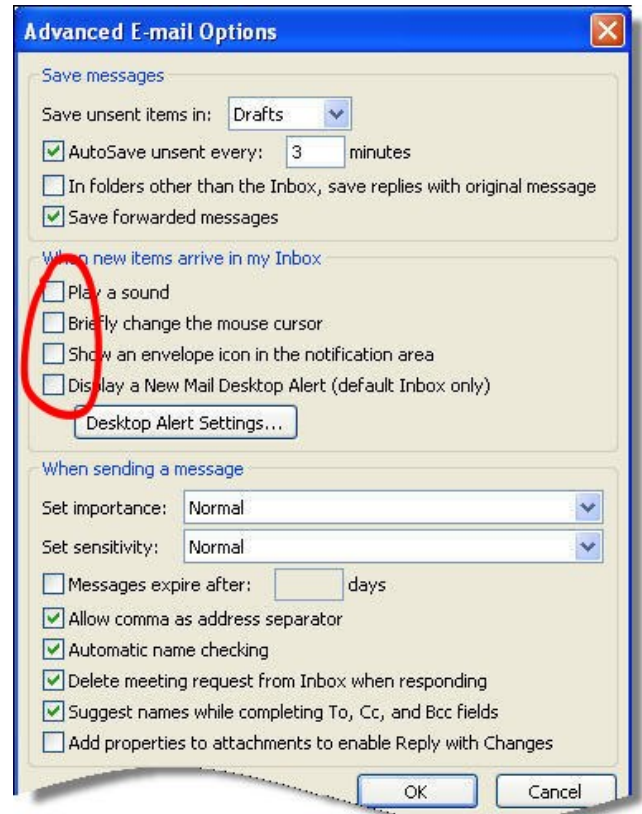
2. On the **Preferences** tab, click **E-mail Options**.



3. Click **Advanced E-mail Options**.

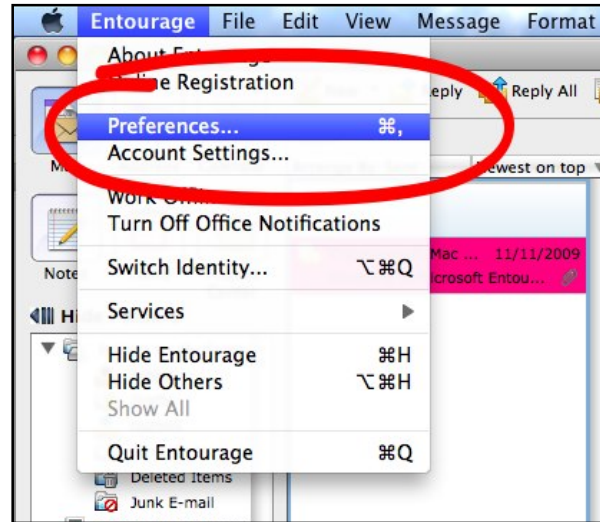


4. Under **When new items arrive in my Inbox**, clear all checkboxes.

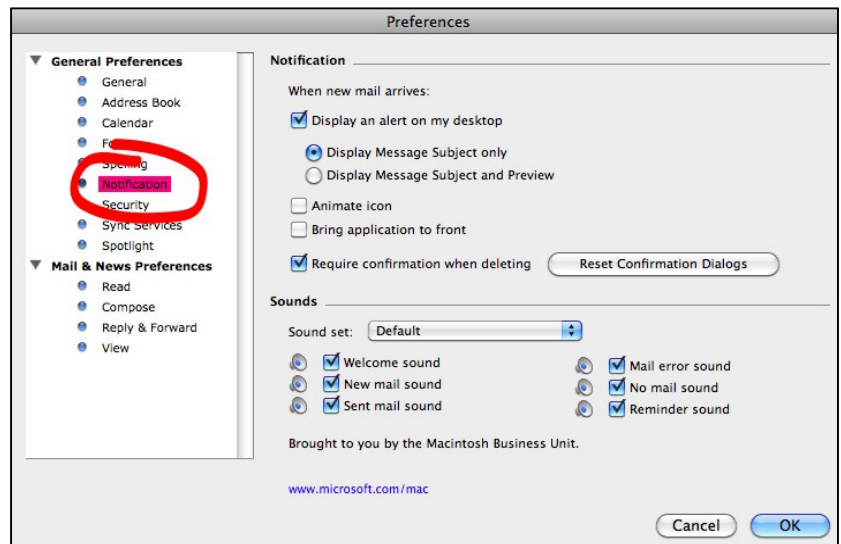


How To Turn Off Email Alerts (Entourage)

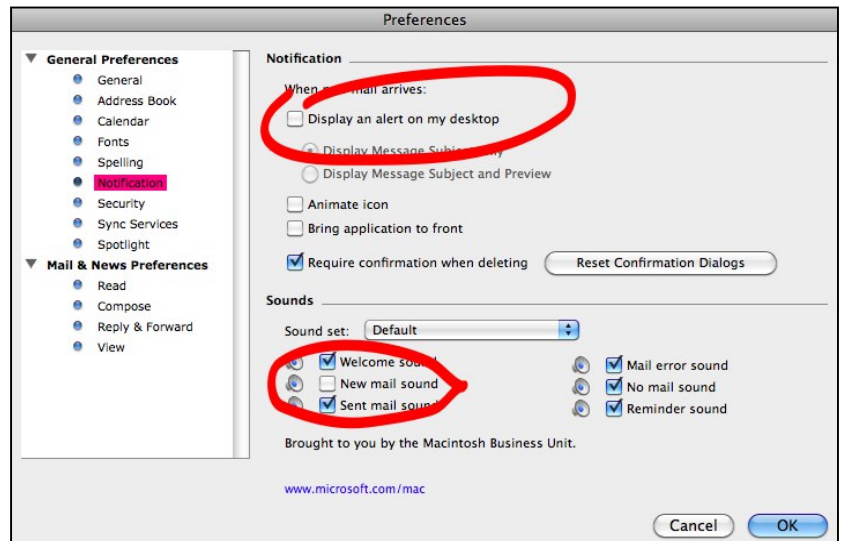
1. In the **Entourage** menu, click **Preferences**.



2. Under General Preferences, select **Notification**.

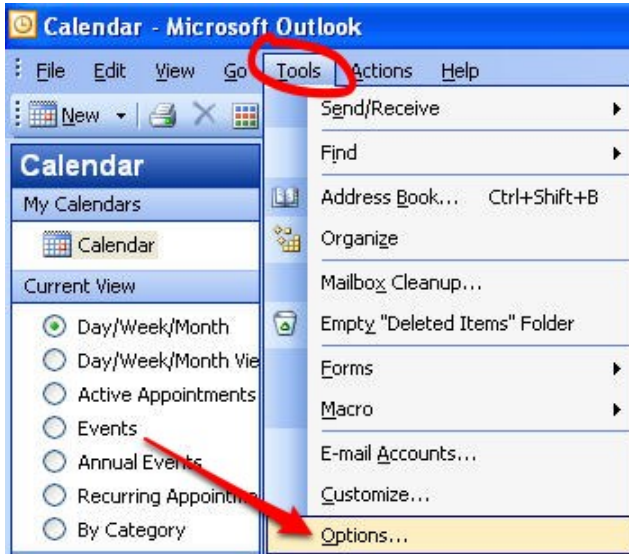


3. Clear the checkboxes for **Display an alert on my desktop** and **New mail sound**, and click OK.

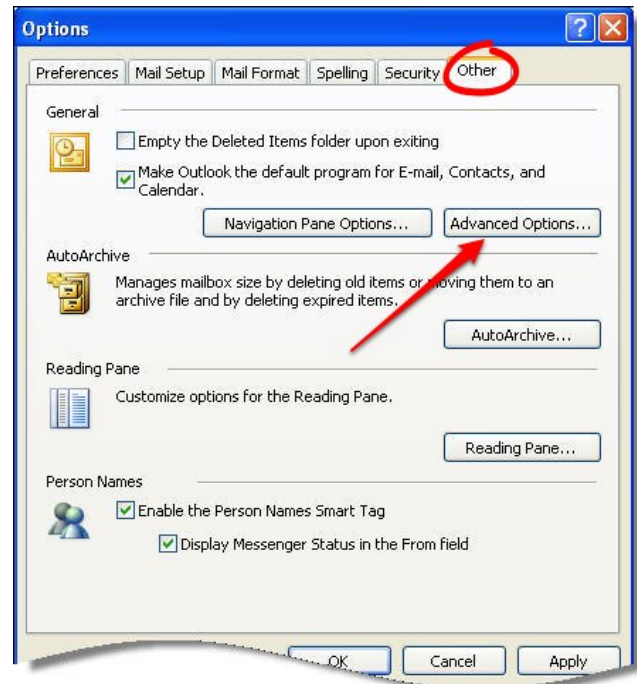


Getting Outlook to Startup in Calendar

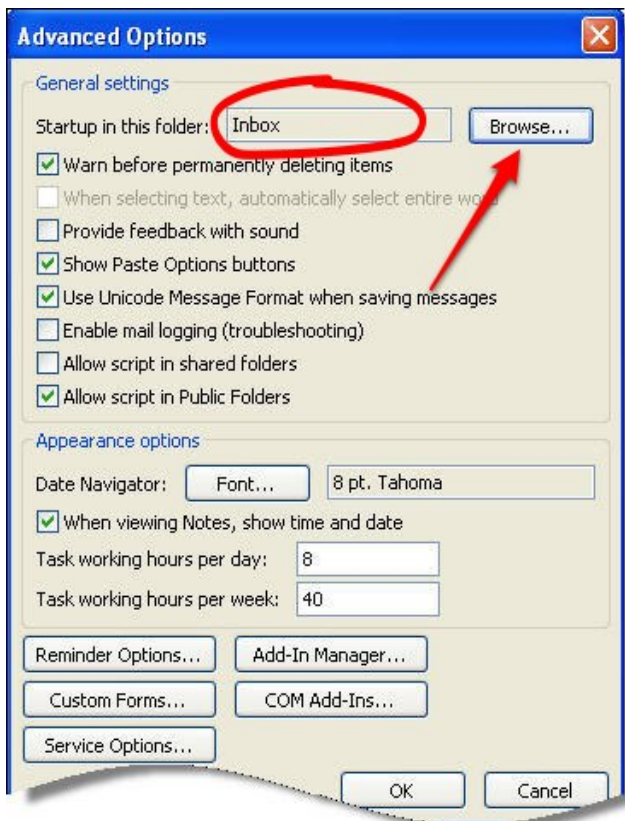
1. On the **Tools** menu, click **Options**.



2. On the **Other** tab, click **Advanced Options**.



3. The default startup option is **Inbox**. Click **Browse**.



4. Select **Calendar** and click **OK**.

