

## Prioritization Best Practices Toolkit

*Prioritization is a key to investing time effectively each day. To help determine what tasks and how much of your time to invest in each priority, the following are some helpful tips.*

### Questions to answer:

- Use the “8 Hour” Principle – Would I invest in this priority if I only had 8 hours to invest today?
- Does this new item jump ahead of my most urgent priority? Other important items?
- Is this a short / long term priority?
- Is the issue Customer facing? Internal or External?
- What is the impact of not dealing with this item now?
- What is the consequence of not answering / deferring?
- Is there a real deadline? If so, what is it?
- How much time can I / we afford to invest on this?
- What won't get done if I put this priority ahead of others?
- How do I choose between competing priorities? Who do I need to help me decide?
- Can I use teamwork or delegation to accomplish competing priorities?

### Goals to Achieve:

- Start every day with a reassessment of the day's goals.
- Lead by example – model behavior that demonstrates your commitment to investing your time differently. Find ways to tell your associates / business partners what you are doing and why.
- Make sure you / your team align priorities with each other and with your business partners.
- Get agreement up front as to timing, specific goals, and who will take the lead on priority items.

## “Backpack” / Stop/Start Doing Toolkit

It is easy to deal with a question, issue or other interruption in the moment because it leads to the easiest or quickest way to resolve the item, especially when it involves internal or external customer service. However, this may also mean that we are dealing with an item that might be the responsibility of another business partner or team. This can challenge how we invest our time in the moment. Even more importantly, it may challenge how you use your time over the long haul if this behavior becomes part of the way we do business – putting other people's responsibilities in your “backpack”. Over time, it makes sense to identify items that you could remove from your “backpack” and move to the appropriate owner.

Here are some tips to help identify “backpack” items and to help identify other items that you might want to stop or start doing.

- What are the top 3 items that cause you to waste time?
  - What if you stopped doing / did less of these items?
  - What would it take to do those things more effectively?
- Identify at least 3 things you are doing that could / should be done by another team / person?
- How would you reinvest the time that you created by completing this review?