



Área de trabajo 17 Entorno comercial

3.34 Demostrar habilidades para realizar tareas múltiples

- LO99: Demuestra capacidad para manejar y administrar más de una tarea al mismo tiempo mediante el uso de herramientas y técnicas apropiadas



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Código de área de trabajo:	17
Título del área de trabajo:	entorno comercial
Codigo de unidad:	3.34
Título de la unidad:	:Demostrar habilidades multitarea
Resultados de aprendizaje Nos:	LO99
Resultados de aprendizaje títulos:	Demostrar capacidad para manejar y administrar más de una tarea al mismo tiempo mediante el uso de herramientas y técnicas apropiadas.
Duración recomendada:	1,5 horas
Entrenador:	



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Objetivos de entrenamiento:

- 1) Enseñar a los alumnos cómo manejar tareas múltiples de forma correcta y rápida
- 2) Proporcionar herramientas para manejar y administrar más de una tarea al mismo tiempo



Priorizar las actividades

- Haga una lista de todas las tareas: escriba todas las tareas, sin priorizar
- Identifique lo urgente versus lo importante: concéntrese en el trabajo importante e identifique qué es lo que conlleva el mayor valor para la organización. Verifique si alguna tarea necesita atención inmediata (fechas de vencimiento omitidas, etc.)

PRIORITIES

- 1.
- 2.
- 3.



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Complete la siguiente tabla
(Tabla 1):

	URGENTE	NO URGENTE
IMPORTANTE	Urgente & Importante	No Urgente, pero Importante
NO IMPORTANTE	Urgente, pero no Importante	No Urgente & no Importante

Clasifique las tareas en términos de urgencia e importancia



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Actuar en términos (Tabla 2):

	URGENTE	NO URGENTE
IMPORTANTE	Urgente & Importante HAZLO AHORA	No Urgente, pero Importante PLANIFIQUELO
NO IMPORTANTE	Urgente, pero no Importante DELEGAR O REPROGRAMAR	No Urgente & no Importante DÉJALO CAER o pasar de ello



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Priorizar va sobre:

- Establecer prioridades y hacerse cargo
- Cambiar hábitos y abandonar actividades que causan pérdida de tiempo
- Experimente con diferentes métodos e ideas para encontrar la mejor manera de aprovechar al máximo el tiempo



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El equipo de gestión debe:

- Identificar tareas críticas
- Diferenciar entre urgente e importante
- Eliminar las tareas poco importantes y poco realistas y concéntrarse en aquellas que maximizan el resultado esperado
- Revisar y hacer los ajustes necesarios
- Guiar al personal en cada paso del procedimiento



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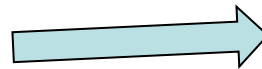
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Categorizar trabajos de tareas y clasificación:

- Use la tabla 1 para categorizar tareas en el cuadrante apropiado
- Clasifique las tareas usando la tabla 2. Enfoque al cuadrante 1 como primera prioridad

¿Terminó la priorización?



Crea un horario o cronograma



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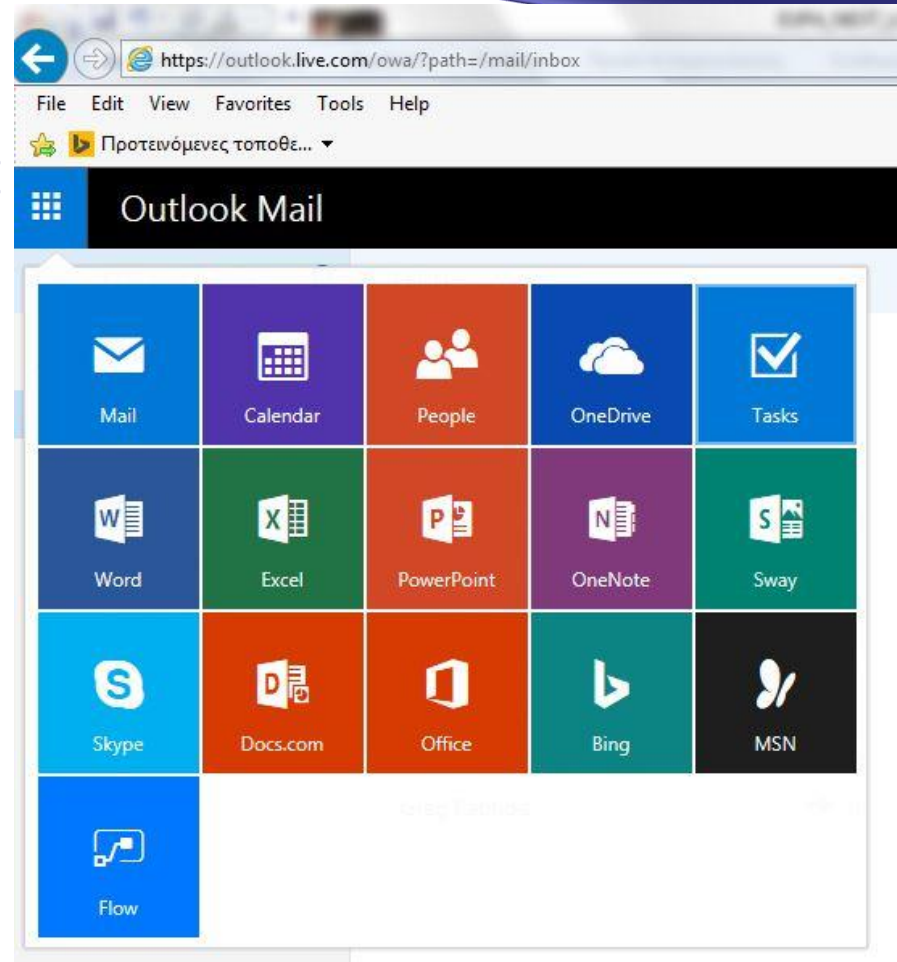
Creación de un horario
utilizando Outlook.com:

Inicie sesión o inicie
sesión en
Outlook.com



Presiona y elige
Calendario

 Outlook.com

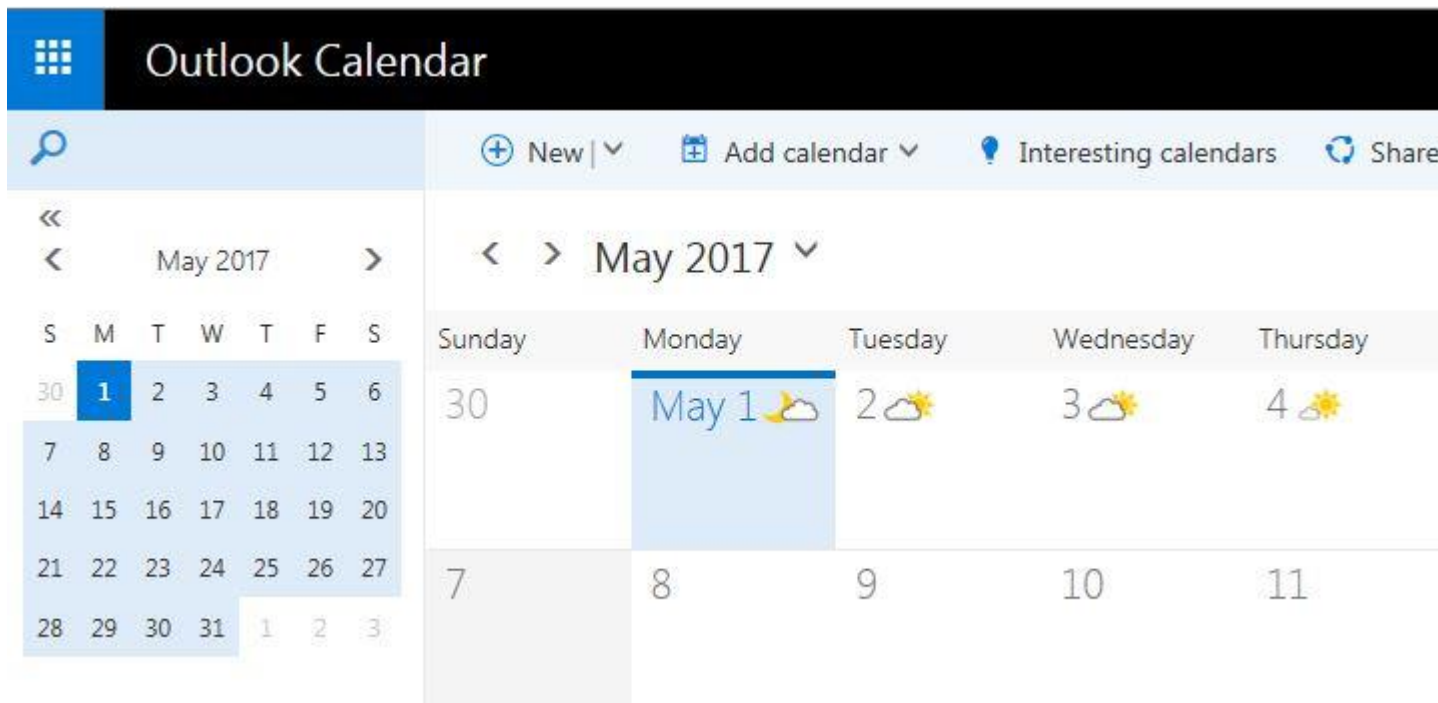


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Puede programar sus tareas diariamente, organizar reuniones y pedir a otros colegas que participen. Haga doble clic en un día específico



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Organiza o acuerda tu reunión

< > Monday, May 01, 2017 49° Cloudy

Day Work week Week Month Today

7a

8a important meeting with CEO

9a

10a

11a

12p

Monday, May 01, 2017

important meeting with CEO

Add a location or a room

8:00 AM 8:30 AM All day

Save [More details](#)

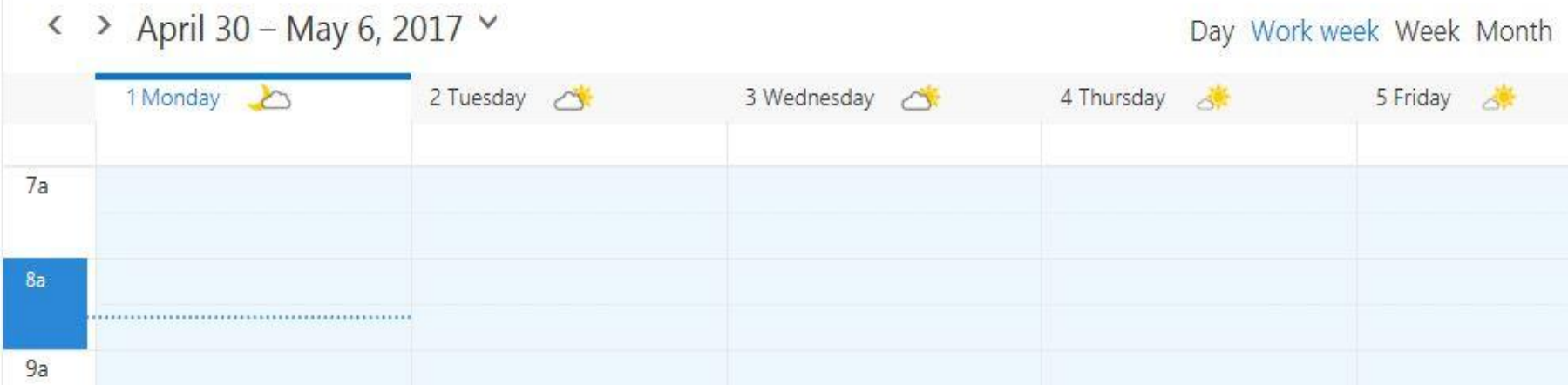


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Puedes hacer esto para la próxima semana de trabajo



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Puede imprimir o compartir su calendario, enviando un correo electrónico de invitación



Share



Print

✓ Done

Share this calendar: Calendar

Send a sharing invitation in email.

Enter an email address or a contact name

Share

Puede acceder a su calendario desde su tableta o teléfono móvil, donde quiera o sea que esté, usando outlook.com



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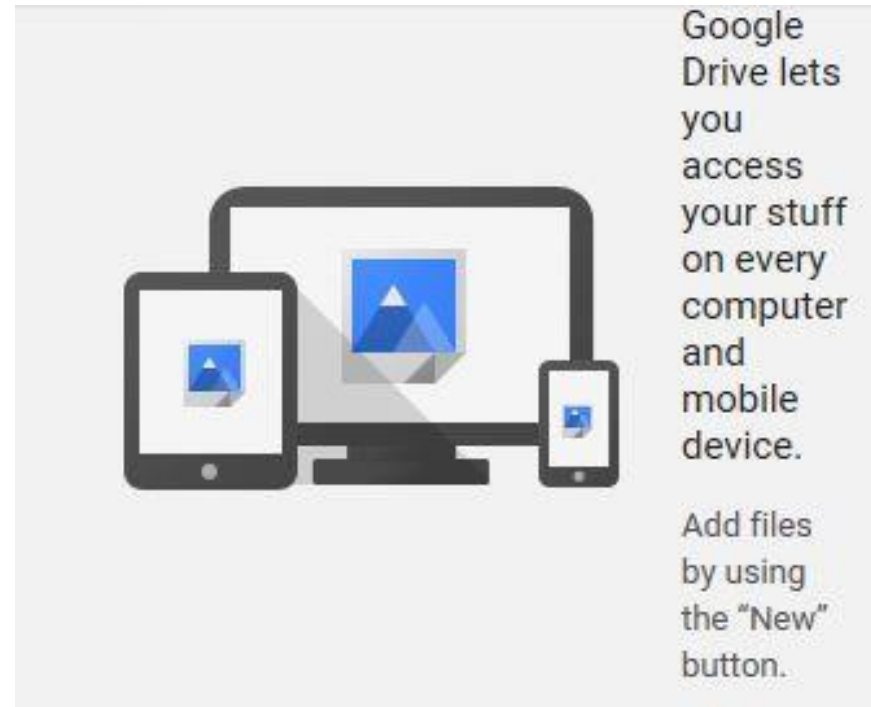
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También es fácil "llevar" su "oficina" donde sea que esté, iniciando sesión y usando Google Drive.



Es un almacenamiento "en la nube" y una copia de seguridad de archivos para fotos y documentos



Google Drive lets you access your stuff on every computer and mobile device.

Add files by using the "New" button.



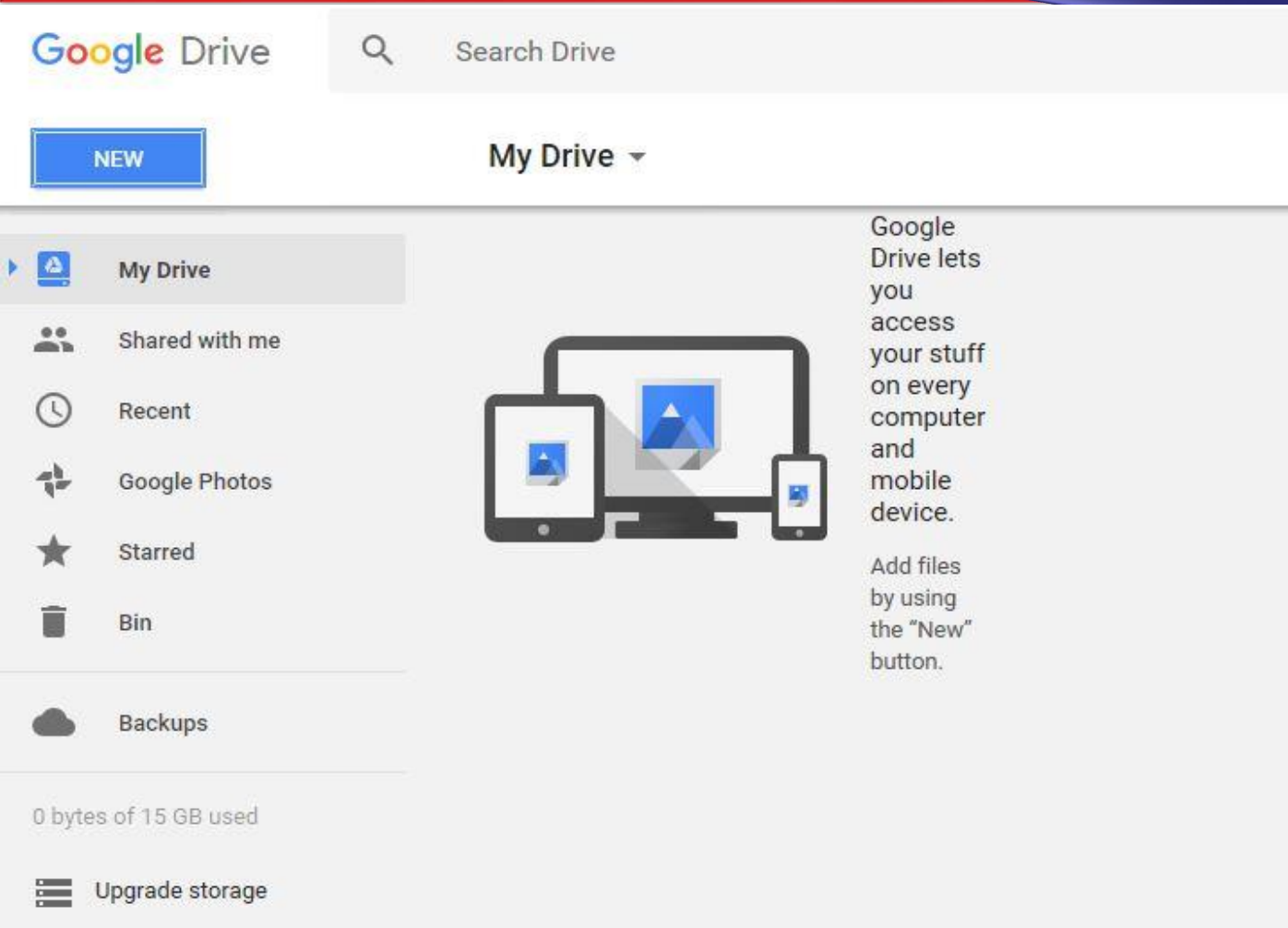
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Multi-tasking

Fácil de crear,
hacer copias
de seguridad
y compartir
con colegas
desde
cualquier
lugar, incluso
usando
tabletas de
teléfonos
móviles



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Ejercicio práctico

El viernes por la tarde, el gerente financiero pregunta el calendario de reuniones de la próxima semana. Él quiere reprogramar el miércoles, debido a un importante viaje de negocios. Compruebe la urgencia e importancia de las reuniones de los miércoles, haga sugerencias de reprogramación durante la próxima semana, en otro día. Comparta el cronograma con los otros 3 colegas de su departamento para hacer sus cambios. Cuando todo haya terminado, compártelo con el gerente.



Cargue en Google los archivos necesarios para la reunión del miércoles del gerente, para que se pueda acceder desde su dispositivo, cuando los necesite.



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Problemas comunes y procedimientos de negociación

Asignación de tareas múltiples a un corto tiempo dado: Clasifique las tareas por urgencia e importancia. Asigna tu tiempo dado, comienza con los difíciles. Use software de apoyo.

Trabajo en equipo para resolver tareas múltiples: solicite a otros colegas que respalden su esfuerzo. El trabajo en equipo es muy efectivo, especialmente cuando sus tareas afectan el resultado común de su equipo. No te olvides de apoyar sus tareas, cuando ellos pregunten



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Problemas comunes y procedimientos de negociación

Elegir las herramientas adecuadas para resolver las tareas múltiples: elija entre una amplia variedad de asistentes "electrónicos".
Use software para organizar el trabajo, programar tareas, compartir horarios, archivos, fotos y toda la información necesaria, con el jefe, colegas, clientes, proveedores, etc.



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- **Multitarea**

¿De qué manera el tratamiento eficaz de la multitarea ayuda a alcanzar el objetivo general de una organización, de acuerdo con los resultados predefinidos y dentro del marco temporal y el presupuesto?

Group discussion



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Methodological tool

Test multirespuesta o multiopción

EUPANEXT_LO_99_M_01



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Preguntas y actividades de revisión o repaso del módulo

- **Pregunta de repaso 1**

¿De qué se trata la priorización?

- **Pregunta de repaso 2**

¿La creación de un calendario es importante para organizar las tareas y el cronograma?



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- *La multitarea puede reducir la productividad*
- *Priorizar las tareas en términos de urgencia e importancia*
- *Utilice un software común para organizar el trabajo, crear horarios, compartirlo con colegas, guardar archivos en la "nube" y hacerlos fáciles de recuperar, donde y cuando lo necesite*



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Well Done!

You have completed this unit



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