



## Work Area 17 Business Environment

### 3.34 Demonstrate Multi-tasking Skills

- LO99: Demonstrate ability to handle and manage more than one tasks at the same time by using appropriate tools and techniques.



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Work Area Code:	17
Work area title:	Business Environment
Unit Code:	3.34
Unit Title:	Demonstrate Multi-tasking Skills
Learning Outcomes Nos:	L099
Learning Outcomes titles:	Demonstrate ability to handle and manage more than one tasks at the same time by using appropriate tools and techniques.
Recommended Duration:	1,5 hour
Trainer:	



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- Training Aims:

- 1) *Teach learners how to manage correctly and quickly multitask*
- 2) Provide tools for handling and managing more than one task at the same time



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## Prioritizing activities

- Make a list of all tasks: Write down all tasks, without prioritizing
- Identify urgent vs important: Focus on the important work and identify what carries the highest value to the organization. Check to see if any tasks need immediate attention (missed deadlines etc)

PRIORITIES

- 1.
- 2.
- 3.



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Fill the following table (*Table 1*):

	URGENT	NOT URGENT
IMPORTANT	Urgent & Important	Not Urgent, but Important
NOT IMPORTANT	Urgent, but not Important	Not Urgent & not Important

*Classify tasks in terms of urgency and importance*



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Act in terms (*Table 2*):

	URGENT	NOT URGENT
IMPORTANT	Urgent & Important <i>DO IT NOW</i>	Not Urgent, but Important <i>PLAN IT</i>
NOT IMPORTANT	Urgent, but not Important <i>DELEGATE or RESCHEDULE</i>	Not Urgent & not Important <i>DROP IT</i>



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## Prioritizing is about:

- Setting priorities and taking charge
- Changing habits and drop activities that cause waste of time
- Experiment with different methods and ideas in order to find the best way to make maximum use of time



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## The management team should:

- Identify critical tasks
- Differentiate between urgent and important
- Eliminate unimportant and unrealistic tasks and focus on those that maximize expected outcome
- Review and make necessary adjustments
- Guide personnel at every step of the procedure



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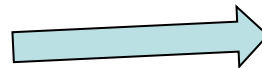




## Categorize task works and classification:

- Use table 1 to categorize tasks to the appropriate quadrant
- Classify tasks using table 2. Focus to quadrant 1 as first priority

Finished  
Prioritizing?



Create a  
timetable



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Creation of a timetable  
using Outlook.com:

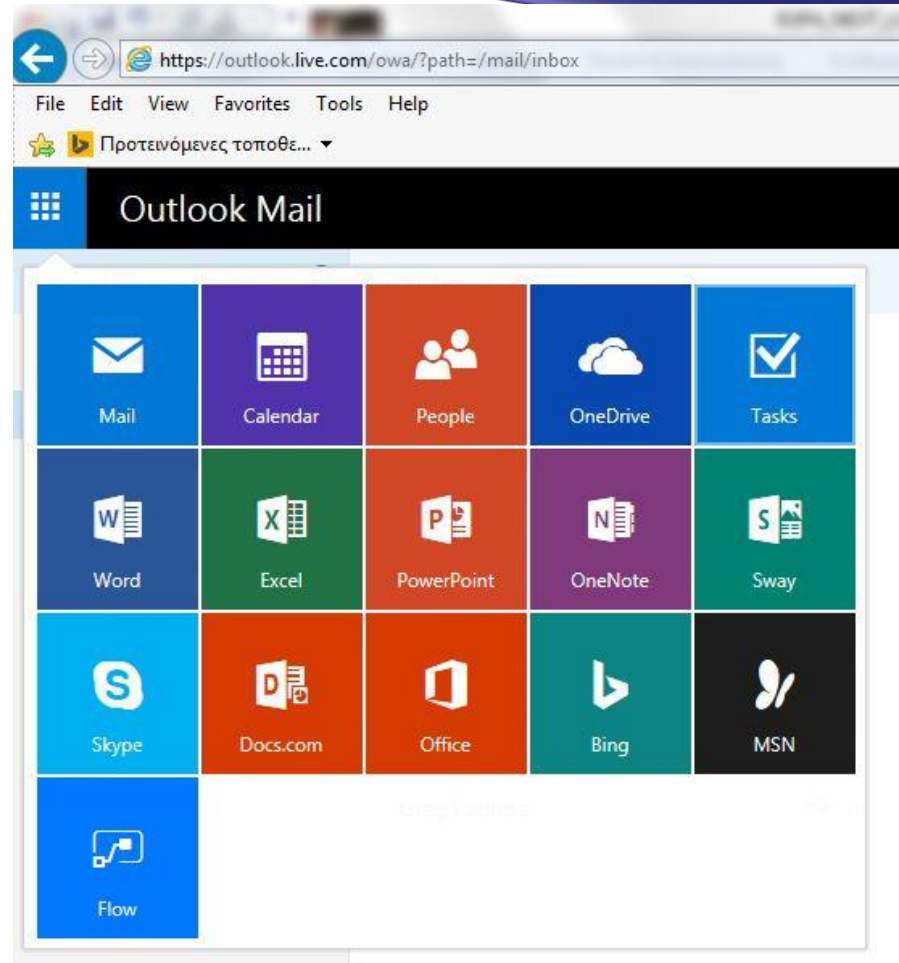
[Sign in or log on to  
Outlook.com](https://outlook.live.com/owa/?path=/mail/inbox)

Press



and choose Calendar

 Outlook.com



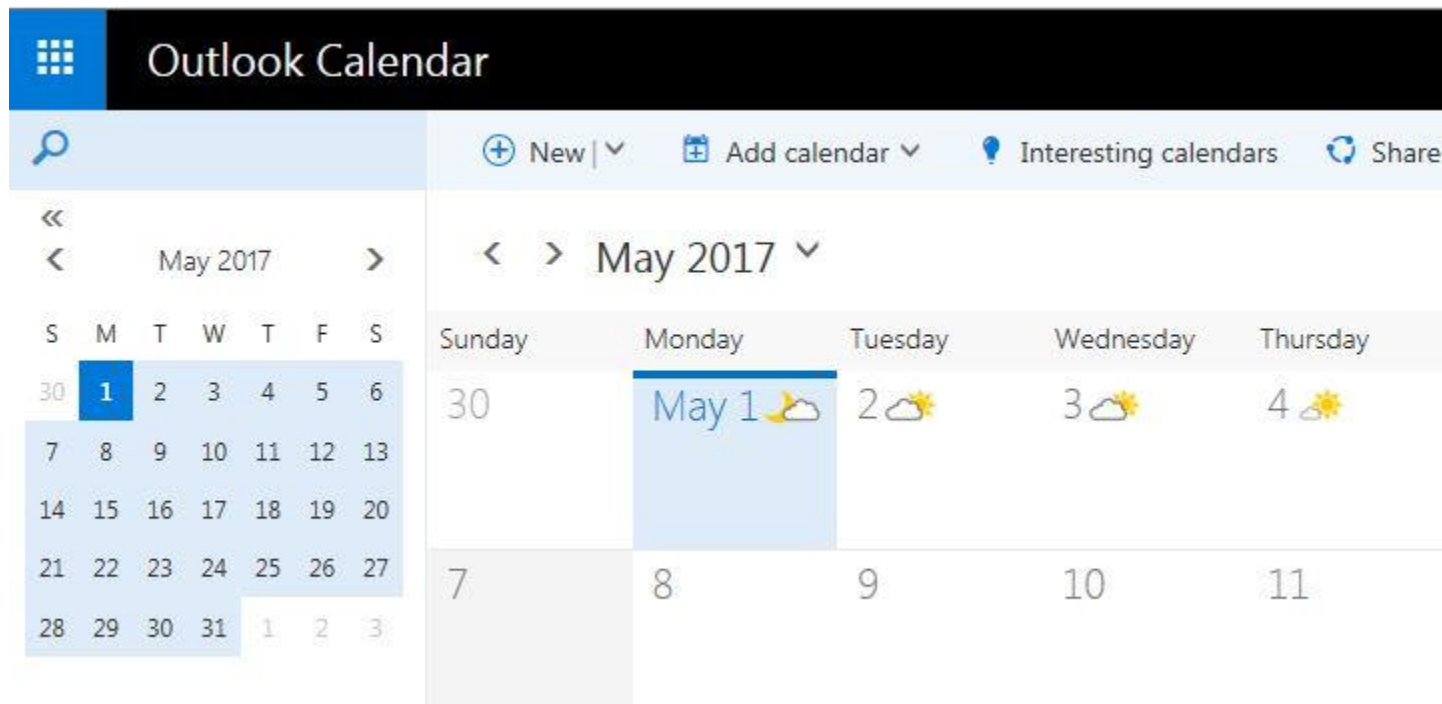
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You can schedule your tasks in a daily or monthly basis, arrange meetings, ask other colleagues to participate.

Double click on a specific day



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## Arrange your meeting

< > 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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You can do this for the oncoming work week

< > April 30 – May 6, 2017 ▾

Day Work week Week Month

	1 Monday ☁	2 Tuesday ☁	3 Wednesday ☁	4 Thursday ☁	5 Friday ☁
7a					
8a					
9a					

or month



Day Work week Week Month | Today

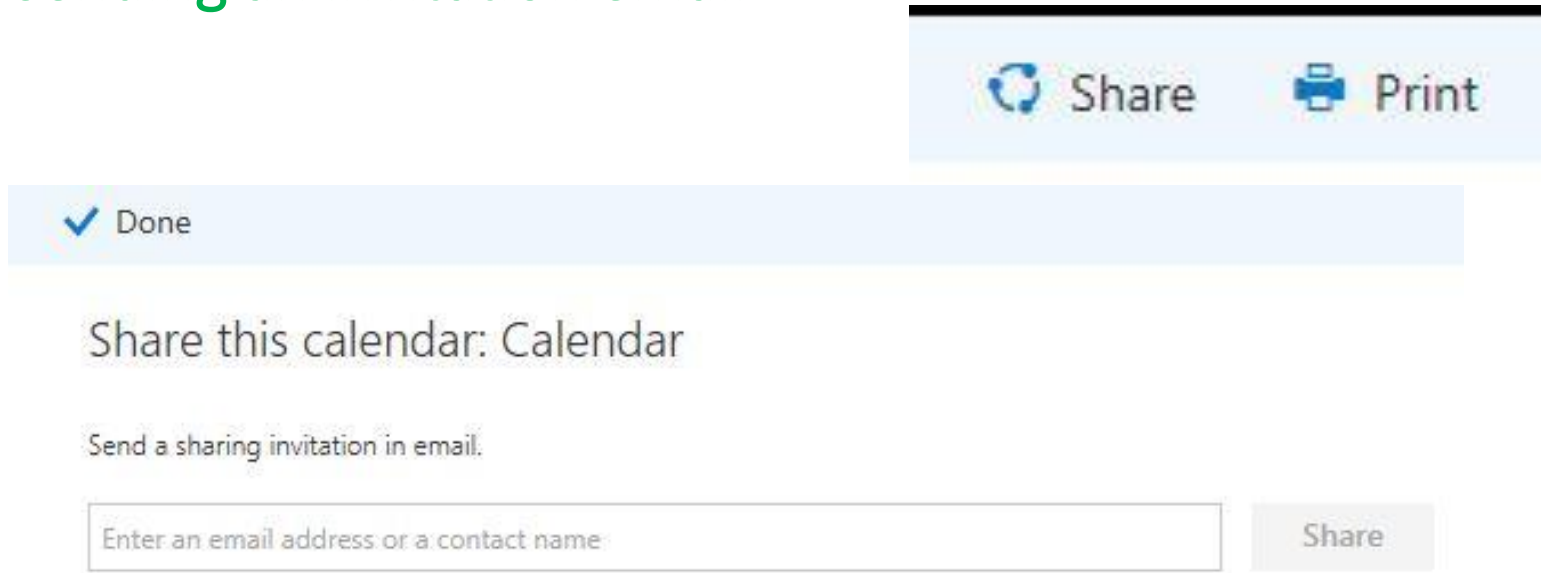


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You can print or share your calendar, by sending an invitation email



The screenshot shows a user interface for sharing a calendar. At the top, there are two buttons: 'Share' with a circular arrow icon and 'Print' with a printer icon. Below these is a light blue bar with a checkmark and the word 'Done'. The main heading is 'Share this calendar: Calendar'. Underneath, it says 'Send a sharing invitation in email.' There is a text input field with the placeholder 'Enter an email address or a contact name' and a 'Share' button to its right.

You can access your calendar from your tablet or mobile phone, wherever you are, using outlook.com



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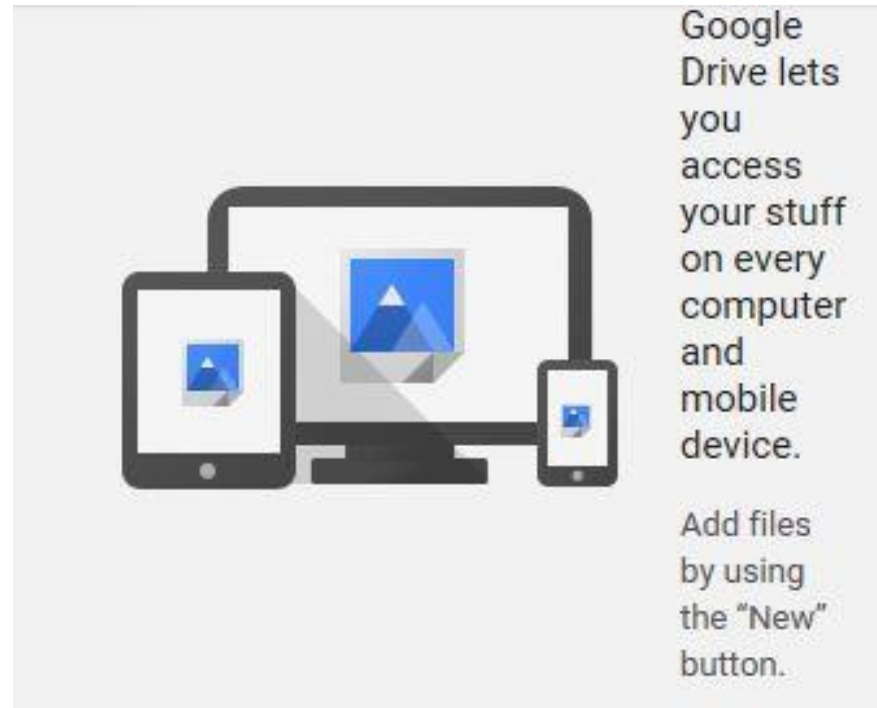


It is also easy to “carry” your “office” wherever you are, by signing in and using

**Google Drive**



It is a “cloud” storage and file backup for photos and documents



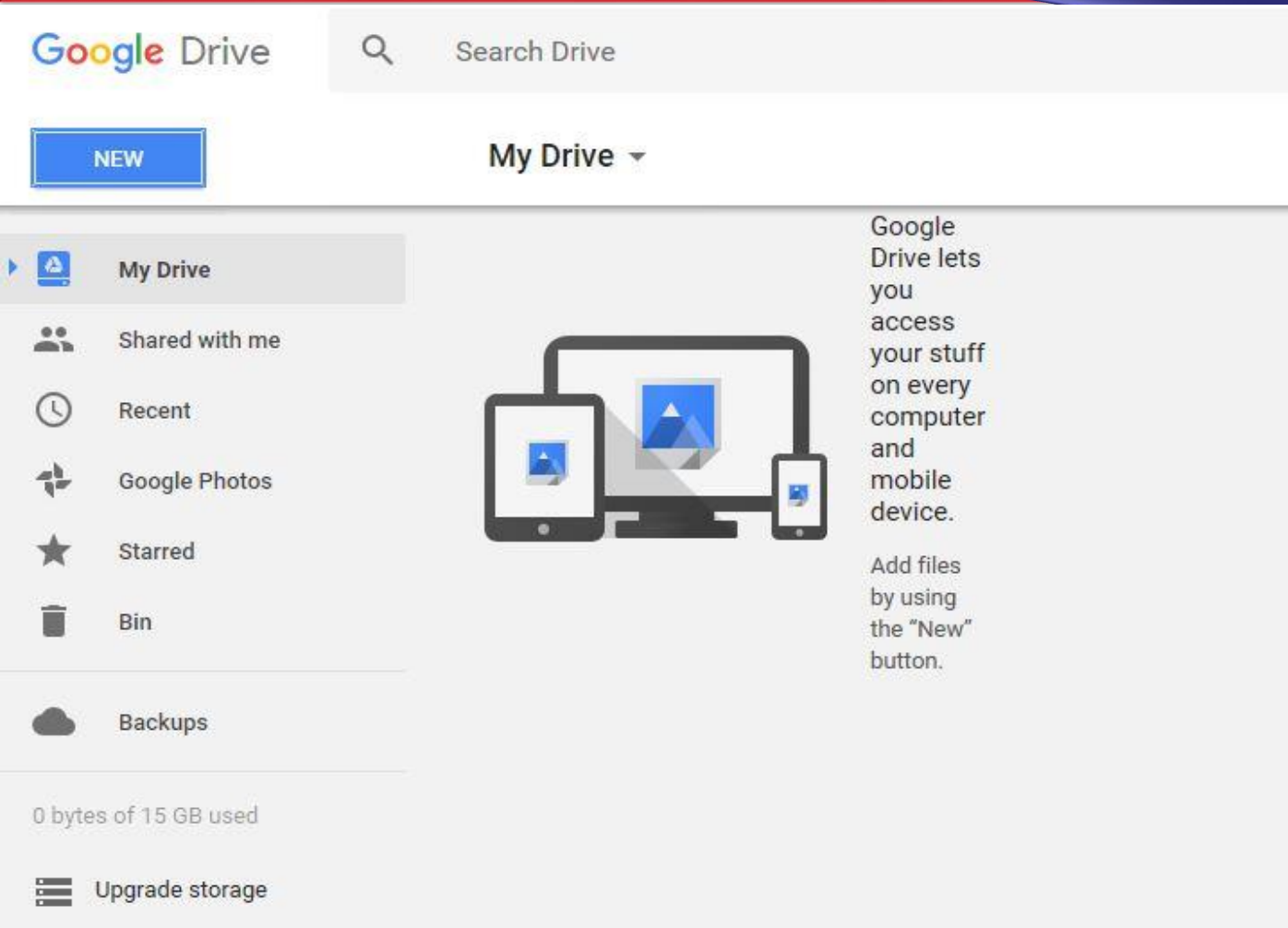
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# Multi-tasking



Easy to create, backup and share with colleagues from anywhere, even using tablet or mobile phone



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## Practical Exercise

On Friday afternoon, financial manager asks the meeting schedule of the next week. He wants to reschedule Wednesday, due to an important business travel. Check the urgency and importance of Wednesday meetings, make suggestions of rescheduling during the on coming week, on another day. Share the schedule with the 3 other colleagues of your department, to do their changes. When all done, share it with the manager.



Upload to Google drive the necessary files for manager's Wednesday meeting, so they are accessible from his device, when he needs them



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## Common Problems and dealing procedures

Assignment of multiple tasks to a short given time : Categorize tasks by urgency and importance. Allocate your given time, start with difficult ones. Use supportive software.

Team Work to solve Multitasks: Ask other colleagues to support your effort. Team work is very effective, especially when your tasks affect your team's common outcome. Don't forget to support their tasks, when they ask



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## Common Problems and dealing procedures

### *Choosing the right tools to solve multitasks:*

Choose from a wide variety of “electronic” assistants. Use software to organize work, schedule tasks, share timetable, files, photos and all necessary information, with boss, colleagues, customers, suppliers etc.



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- Multi - tasking

How does effective dealing of Multi - tasking help reaching the overall aim of an organization, according to the predefined results and within the timeframe and budget?

## Group discussion



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# Methodological tool

## Multiple choice test

EUPANEXT\_LO\_99\_M\_01



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- Review Question 1
  - What prioritizing is about?
- Review Question 2
  - Is the creation of a timetable important in organizing tasks and schedule?



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- *Multitasking can reduce productivity*
- *Prioritize tasks in terms of urgency and importance*
- *Use common software to organize work, create timetable, share it with colleagues, save files to “cloud” and make them easy to recover, wherever and whenever you need*



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# Well Done!

## You have completed this unit



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