



HYDER & ASSOCIATES MANAGEMENT REPORT

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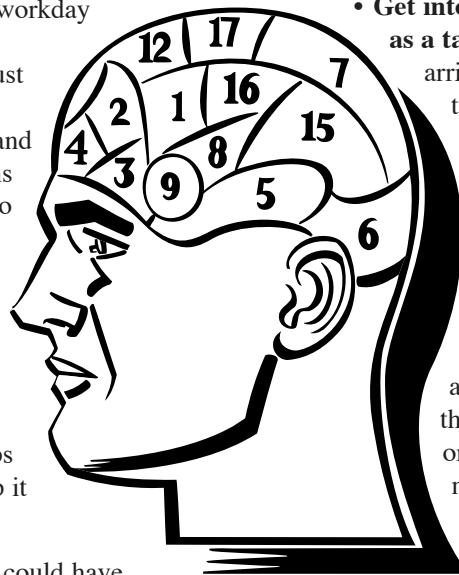
Spring 2007

Getting Your Workday Organized

In the “good old days”, organizing our workday seemed a lot simpler. We opened mail, received phone calls and usually had just one set of paper files. Today we are bombarded with information in electronic and paper form from all directions. Interruptions seem to abound and we often have more “to dos” than time.

It is more vital than ever before to manage your time and get the most from your workday to avoid becoming overwhelmed by the time pressures most of us face on the job, says professional organizer K. J. McCorry. Here are some tips for getting your workday on track and keep it there.

- **Imagine the “perfect” workday.** If you could have complete control over planning the ideal workday for you, what would it look like? On a blank sheet of paper, draw a vertical line down the center. In the left column, map out your ideal workday, showing how you would spend each hour of time that you are at work. Exactly what would you do? Are there any people (colleagues, bosses, clients) with whom you would want to interact? Would you have blocks of uninterrupted time? What would you want to have accomplished at the end of the day? It’s important to identify how you’d like things to be if you want to change the way things are.
- **Analyze your current workday.** On the right-hand side of your page, record what your day typically looks like hour to hour. If you have difficulty breaking it down on paper, try tracking one or two workdays to see how you actually spend your time.
- **Identify the gaps between your ideal and actual workdays.** Perhaps your actual day starts off like your ideal day, but gets derailed by a meeting that runs overtime or a colleague with a crisis. While you may not necessarily be able to prevent these things from happening, this analysis can help you to identify how much control you have over your day and begin targeting areas that could be managed more effectively.



- **Get into the habit of assigning due dates as soon as a task lands on your desk.** When a new task arrives by e-mail, voice mail or other means, take a moment to define its due date, even if it doesn’t come with one. Record the task and due date in your paper or electronic planner, then put any associated documentation in its designated “home” to be retrieved when you start working.

- **“Uni-task” as much as possible.**

When you interrupt one task to work on another, it can take up to 20 minutes to regain the level of concentration you were at with the original task. If you must leave a project midstream, make a note at the point you stop. This will help you to get back up to speed more quickly when you return to the task.

- **Follow the three C’s of organizing: consolidate, categorize and create a home.** An important first step in getting organized is purging your files and consolidating the information they contain. Remove and archive dead files regularly. If a file becomes too thick to easily manage, and there isn’t anything that can be purged, break it into small categories that make sense. Give every document, file and piece of equipment a permanent home. Resist the urge to give anything a temporary resting place. The few seconds you take to put things away will save you many minutes – even hours – of wasted time looking for them later on.

INSIDE

<i>Compliance Corner – Blogging</i>	2
<i>Dedicate Time in Your Schedule for Concentration</i>	2
<i>Adopt these Attitudes to Encourage Employees to Stay</i>	2
<i>Minimizing Interruptions</i>	3
<i>Sharon Hyder Answers Your Mgmt. Questions</i>	3
<i>Trends – Jobs Targeted Offshore</i>	4



COMPLIANCE CORNER

BLOGGING

“Web logs” also known as “blogs” are personal journals or diaries posted on the Internet. The recent years have witnessed a surge in blogging, and with it have emerged some new, serious issues for employers including lost productivity, negative publicity and leaking of confidential information. According to the Makowsky and Co. survey, as many as one in eight companies had disciplined or discharged an employee for posting work-related information on their blog.



Although blogging is still a developing phenomenon, and the legal landscape remains uncertain, employers are certainly not without recourse. There are intelligent, practical ways of dealing with blogging at work. Three top recommendations are: (1) know the basic law, (2) develop a working approach to blogging, and (3) adopt and implement a good policy.

KNOW THE BASIC LAW

Blogging is certainly a form of free speech, and is most often protected under the First Amendment of the Constitution in a public sector workplace. In determining whether speech on blogging by public sector employees is protected, courts generally engage in a fact-intensive balancing analysis, weighing the employee’s free speech rights against the governmental interest against the speech at issue. In the private sector, however, there is no such protection of speech. Still, legal protections for bloggers exist in most states.

ADOPT A WORKING APPROACH TO BLOGGING

Companies whose employees are blogging have three options: ignore blogging, prohibit blogging or adopt some version of “if you can’t beat ’em, join ’em”. Blogging is here to stay, so ignoring it will not work. Prohibiting blogging is not the solution either. Just as it may be unrealistic to expect that employees never use e-mail for personal purposes. Some employers have created company-sponsored blogs as a way to actively communicate with employees and customers alike. Microsoft, Disney, and Google (to name a few) have launched blogs as an outlet for employees and clients to talk about products and practices.

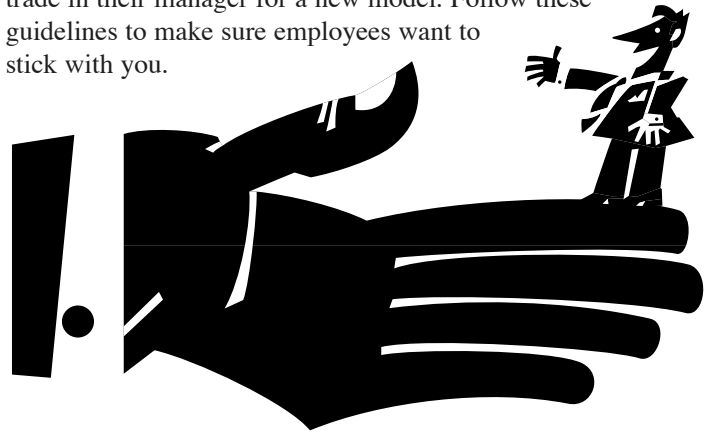
DEVELOP AND IMPLEMENT A BLOGGING POLICY

Whether your company is ready to start its own blog or is just starting to tackle the issue of employee blogging, a good blogging policy is a must.

— *Source: HR Fact Finder, March 2007*

ADOPT THESE ATTITUDES To Encourage Employees To Stay

One recent study found that 30 percent of workers want to trade in their manager for a new model. Follow these guidelines to make sure employees want to stick with you.



- **Polish your soft skills.** Find opportunities to build your soft skills: communication, motivation, appreciation, and so on. People want to work for managers with whom they have a human connection.
- **Display a positive attitude.** No one wants to labor beside a curmudgeon. Lighten up and look for ways to spread joy.
- **Become a role model.** If employees want to know what’s expected of them, they should be able to look to you as a model. Walk your talk.

— *Source: Katie Holliday, on the WhatPC? Web site*

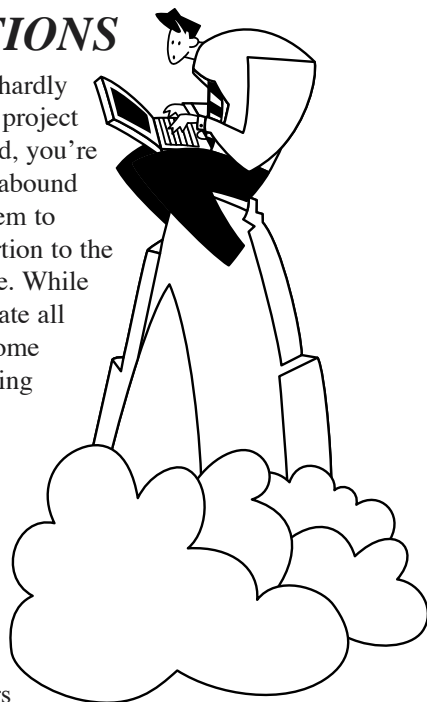


Dedicate Time In Your Schedule FOR CONCENTRATION

Each day you probably set aside time to work on projects, make phone calls, answer e-mails, and meet with employees. But do you set aside time to think? Jimmy Calano, Career Track cofounder, suggests making an appointment with yourself each day for uninterrupted time to do nothing but think about your ideas and objectives. Many times, you find these “concentration blocks” were the most productive minutes of your day.

MINIMIZING INTERRUPTIONS

If you feel that you can hardly spend five minutes on a project without being interrupted, you're not alone. Interruptions abound in the workplace and seem to increase in direct proportion to the urgency of your deadline. While it's impossible to eliminate all interruptions, here are some suggestions for minimizing them.



- **Make it hard for people to interrupt you.** Position your desk so that you won't catch the eye of every person who passes by. Making eye contact with others encourages them to start exchanging pleasantries with you.
- **Minimize the amount of time that people linger by keeping your free chairs occupied with a file or two.** This practice discourages drop-in visitors from making themselves comfortable but makes it easy to quickly move materials off the chair when you want to have a longer conversation with someone.
- **Don't interrupt yourself.** Sometimes we distract ourselves from the task at hand by stopping to check e-mail or getting up to do a quick errand in the office. Keep a pad at your elbow to record tasks you think of while you're working.
- **Wear a headset.** Even if you're not using it, people will be less likely to interrupt you because they will think you are listening to something.
- **Negotiate for interruption-free time.** Discuss with your colleagues and manager whether it would be feasible to introduce an interruption-free hour at various times of the week. This could be an hour when everyone agrees there will be no meetings, no unnecessary chitchat and no phone interruptions.

FAMOUS QUOTE

Character is like a tree and reputation like its shadow. The shadow is what we think of it; the tree is the real thing.

— Abraham Lincoln, U.S. President

SHARON HYDER, CMC, CRM ANSWERS YOUR MANAGEMENT QUESTIONS



Our company gets involved in multiple long-term projects every year. It seems they take a different path once we start the project. Is this normal?

This often happens with large projects - even well-planned extended projects run into problems, so anticipate likely ones. Here are a couple of items to be aware of.

- **“JUST ONE MORE THING.”** Almost all projects are subject to the desire to add just one more perfect touch. Control this threat by judging suggested additions according to their impact. If the suggestion will make a major improvement, add it. If the improvement will be minor, do without it for now in order to stay on schedule and within budget.
- **SCHEDULING PRESSURES.** Two related problems in long-term scheduling come up over and over again. The first is over-reliance on team members ability to multitask. Multitasking works well for some people on some tasks, but not for everyone all the time. Ask your team whether they would prefer to have uninterrupted blocks of time available for certain aspects of their tasks. Some members will say “yes”, please. The second problem is scheduling too many 40-plus hour weeks. Over scheduling requires team members to surreptitiously take time from work for the necessities of living. Alternate long weeks with normal ones to allow your people to keep up.

TRENDS

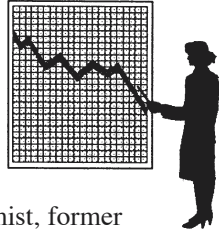
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Mr. Blinder's warnings, if correct, have far reaching affects on American workers. Politically it may mean a call for more balanced trade policies that protect the rights of workers. America's education system may need to be retooled so it trains young people for jobs likely to remain the U.S. In the future, it may not matter how many years one spends in school. But it will matter to choose the skills for jobs that cannot easily be delivered electronically from afar.

— Source: Wall Street Journal, March 28, 2007

Trends...

Jobs Targeted Offshore



For decades leading economists (including Alan S. Blinder, Princeton University economist, former Federal Reserve Board vice chairman, and political advisor) have argued that free trade enriches the U.S. and its trading partners. Politicians heeded this advice and steadily dismantled barriers to trade, despite occasional dissents.

Today Mr. Blinder has changed his message. He is helping to lead a growing group of economists and policy makers who say the downsides of trade in today's economy are deeper than they once realized. He is advising that a new industrial revolution – communication technology – allows services to be delivered electronically from afar. It is estimated it will put as many as 40 million American jobs at risk of being shipped out of the country in the next decade or two. That's more than double the total number of workers employed in manufacturing today. According to Mr. Blinder, the job insecurity these workers face today is "only the tip of a very big iceberg".

According to Mr. Blinder, the following occupations are the most vulnerable for being shipped offshore.

<u>Occupation</u>	<u>Number of U.S. Workers</u>
Computer programmers	389,090
Data entry keyers	296,700
Actuaries	15,770
Film and video editors	15,200
Mathematicians	2,930
Medical transcriptionists	90,380
Interpreters and translators	21,930
Economists.	12,470
Graphic designers.	178,530
Bookkeeping, accounting & auditing clerks.	1,815,340
Microbiologists	15,250
Financial analysts.	180,910

continued on page 3



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