

SUGGESTIONS TO HELP WITH ORGANISATION

1

Prioritise Tasks with the Eisenhower Matrix

Divide tasks into four categories:

- **Urgent and Important:** Do immediately.
- **Important but Not Urgent:** Schedule for later.
- **Urgent but Not Important:** Delegate.
- **Neither Urgent Nor Important:** Eliminate.

This method helps focus on what truly matters.

2

Plan Your Day

- Start each morning with a **15-minute planning session**.
- Use time-blocking to allocate specific periods for tasks.
- Review your calendar daily to stay on track with meetings and commitments.

3

Keep a Clean Workspace

- Declutter regularly by discarding unnecessary papers and files.
- Use organisers, trays, or labelled folders for physical items.
- Digitise documents and organise them into clear folders on your computer.

4

Adopt the "One-Touch" Rule

Handle items or tasks only once whenever possible.

- **For emails:** Respond, archive, or delegate right away.
- **For physical items:** Put them in their designated place immediately.

5

Group Similar Tasks

Batch similar tasks together to save time.

- **For example:** Reply to all emails at once, make all phone calls in one session, and review documents in one block.

6

Use the 2-Minute Rule

If a task takes less than 2 minutes, do it immediately.

- This prevents small tasks from piling up and overwhelming you later.

7

Master Digital Organisation

- Keep your desktop and email inbox organised.
 - Use folders and filters to categorise emails.
 - Archive emails you've addressed and unsubscribe from unnecessary mailing lists.
- Backup important files regularly and use cloud storage for accessibility.

8

Set Clear Goals

Use frameworks like SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) to clarify objectives and track progress.

9

Develop a Routine

Establish daily or weekly rituals:

- Reserve mornings for high-focus work.
- Schedule recurring check-ins with your team at consistent times.
- Dedicate Fridays to wrap up the week and plan for the next one.



HOW TO BE MORE ASSERTIVE IN THE WORKPLACE

1

Understand Assertiveness

- Assertiveness means expressing your thoughts, feelings, and needs clearly and respectfully while considering others' perspectives.
- Differentiate it from **aggressiveness** (pushing others aside to get your way) and **passiveness** (avoiding conflict or neglecting your own needs).

2

Use Clear and Direct Communication

- Avoid vague language—be specific about your expectations or requests.
 - **Example:** Instead of saying, "I need this soon," say, "I need this by 3 PM today."
- Use "I" statements to take ownership of your feelings and avoid sounding accusatory.
 - **Example:** "I feel concerned when deadlines are missed because it affects the whole team."

3

Set Boundaries

- Politely say "no" when necessary. Overcommitting can lead to burnout.
 - **Example:** "I'd love to help, but I'm at capacity right now. Could we revisit this later?"
- Clearly define your work hours and communicate when you're available.

4

Practise Active Listening

- Show respect for others' perspectives by actively listening.
- Acknowledge their points before sharing your own.
 - **Example:** "I understand your concern about the timeline. Here's why I think we should proceed as planned."

5

Maintain Confident Body Language

- Stand tall, make eye contact, and maintain a calm tone of voice.
- Avoid defensive gestures like crossing your arms or looking away.

6

Prepare for Difficult Conversations

- Anticipate challenging situations and rehearse your responses.
- Plan what you want to say and stick to your main points.
 - **Example:** Before requesting a raise, outline your contributions and practise presenting them confidently.

7

Use Assertive Language

- Replace passive phrases like "I think" or "Maybe we could" with stronger ones like "I believe" or "I recommend."
- Avoid apologising unnecessarily.
 - Instead of "Sorry for bothering you," say, "I appreciate your time to discuss this."

8

Manage Emotional Reactions

- Stay calm and composed, even in stressful situations.
- Take deep breaths or pause briefly before responding to regain control of your emotions.

9

Focus on Solutions

- When addressing problems, propose constructive solutions rather than merely highlighting issues.
 - **Example:** "This timeline seems tight. Can we discuss reallocating resources to meet the deadline?"