



## 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’s the impact of not dealing with this item now?
- What’s 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 all competing priorities?

### **Goals to Achieve:**

- Start every day with a reassessment of the day’s goals.
- Lead by example – make it the priority of our internal partners by setting the expectation.
- Better chance for buy-in and success if priority requires the assistance of others.
- Get agreement up front as to timing, expectations of request, and who will take the lead.

## “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 we stopped doing / did less of these items?
  - What would it take to do those things more effectively?
- What are the top 3 items that you do that could / should be done by someone else / another team?
- How would we invest any time that we created from doing these better / eliminating items?