



Interpersonal Lesson #10 - Time Is a Tyrant: Managing It Is a Key to Success

This lesson covers the following skills:

- Dependability: complete work on time, attendance, organization, reliability, self-supervision, accountability.
- Interpersonal: relating to others
- Attitude: Self-motivation
- Business: Understanding business, organizational awareness, time management

You have been assigned to help the manager of a local donut shop manage her morning schedule. She has a busy day planned. The owner of the donut shop is coming for an inspection, and the manager will only have one hour to get the place in shape for his visit.

Review the "To Do" list provided below so you are familiar with what is necessary for the manager to successfully get the shop ready in one hour or less.

Take a few minutes and imagine what the manager of the donut shop will have to do to be certain that she is properly prepared before the owner arrives. Think about which items would be important and which would not if you were the donut manager.

To Do

- Sweep and mop the kitchen and dining area floors – 25 minutes
- Give a pep talk to the donut makers and cashiers – 2 minutes
- Make sure all donuts are fresh when owner arrives – 2 minutes
- Scrub the bathroom floors and fixtures – 20 minutes
- Pick up trash in the parking lot – 15 minutes
- Clean all windows – 15 minutes
- Polish the front counter – 5 minutes
- Balance the accounting sheets – 35 minutes
- Make fresh coffee – 2 minutes
- Make sure the staff looks presentable and professional – 5 minutes

Click Start and prioritize the "To Do" list and answer the questions that follow. When you have completed the questions, click SUBMIT.

1. Prioritize the "To Do" list for the donut shop manager. Number the list from 1-10.
2. Which "To Do" items did you feel were most important? Why?
3. Which items did you place toward the bottom of the list? Why?
4. Add up the time to complete ALL of the 10 items on the list. Will the manager have enough time to get it all done in one hour?
5. Since she won't have enough time to do everything on the list, will she have enough time to do the top 5 priorities?
6. If she won't have time to do the top 5 priorities, what are her options? Remember, she only has one hour before the owner arrives. Can she cut corners to save time? Can she leave some of the items uncompleted and hope the owner doesn't notice?