Personal Workload Guidelines

1. **Prioritise** all work based on Importance & Urgency (4Ds)

2. **Plan realistically** in view of other commitments

3. **Fixed time commitments** inc routines all in Calendar

4. **Allocate time** for your objectives & major work

5. **Work-In-Progress** plan & execute with Tasks/To Do's

6. **Emails & Messages** keep up-to-date

7. **'Plan Tomorrow'** at end of each day

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Working with Others Guidelines

8. Manage others' expectations:

➤ Saying 'No not now' when necessary

➤ Give realistic promises

9. Requests to others:

➤ Always agree a date (Never use 'ASAP')

➤ Or if email suggest a date + reason for request

➤ Set up Task & follow-up if necessary

10. Meeting/conversations: Keep notes

File by topic for reference

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Email Etiquette Guidelines

a. **Topic:** One per email

b. **Subject** – update relevant to email

   - add acronyms e.g. Action = ACT Reading = FYI

c. **Actions:** Summarise at top + dates & reasons

d. **To:** Only those to take action

e. **CC:** Only for information but no action

f. **'Reply To All':** Try not to use!

g. **Files:** Add links not attachments where possible