

## **Managing Multiple Tasks and Work Priorities**

Do you know a human is born to multitask?

Do you know the behavioural secret how to be multitasking and set work priorities?

Do you know how to apply Industry 4.0 help you to achieve work efficiency and effectiveness?

### **Introduction**

Everyone, managers and employees alike, know that feeling when there are lots of tasks that need our attention for completion. We usually start getting overwhelmed when we try to complete our tasks by priority, and suddenly we realise that everything is essential on our plate, but we can't achieve all of them due to resource constraints. This problem is quite common and is faced by anyone working in any industry at some point or another. Though it seems very difficult to manage multiple tasks and fulfil responsibilities, it's not something that can be deemed achievable. When everything is supposed to be equally important and need to be done, you need to think carefully and decide which ones to start first and how you divide your time. Hence, managing multi-tasks and work priorities remain one of the core skills to be specialised regardless you are an executive, managers or even the top management.

### **Program Objectives**

This program aims to:

- Equip participants with skills and knowledge on performing multitasking
- Nurture participants technique to set priorities to ensure they complete their task on-time.

### **Learning Outcomes**

After completing this program, participants should be able to:

- Perform skills and methods to perform multitasking
- Set priority in their work
- Keep the project timeline

### **Who should attend?**

Executives, senior executives, managers, senior managers, top management and anyone, need to be multitasking and keep the timeline in their work.

## Program Outline

Time	Day One
9.00am– 10.30am	<p><b>Multitasking and Priority Setting as a Needs at the workplace</b></p> <p>Unless you're managing just one or two people, it's inevitable that you will be involved with many issues and tasks all at once. Some need immediate attention, while others are less important. Multitasking is about knowing how to juggle several issues or tasks at once. Prioritising is about knowing which of the issues or tasks are the most important and need to get done first. You need to be able to combine multitasking and prioritising expertly. Setting priorities and multitasking are a bit of an art, but it can be learned.</p>
10.30am-11.00am	<p><b>Break and Networking</b></p>
11.00am-1.00pm	<p><b>Organising: Fundamental of Multitasking</b></p> <p>What's the first thing you're supposed to do when faced with a stressful situation, such as a fire within your building? When you're in a heightened state of anxiety and stress, staying calm and composed helps you think clearly and remain cool. As a result, one of the most important things you can do when juggling multiple activities and deadlines is to take a deep breath and re-calibrate.</p>
1.00pm-2.00pm	<p><b>Lunch Break and Networking</b></p>
2.00pm-3.30pm	<p><b>Setting Priorities: An Essential Skills for Performance</b></p> <p>To set priorities requires you to be <i>proactive</i> rather than <i>reactive</i> by making you think "big picture" so that you become aware of all the tasks and deadlines you're in charge of. The important thing is that you set all the projects on the table and note the crunch times -- or the periods of high demand and pressure and deliverables. Prioritise your projects by task, timeline, and crunch time. Projects that have tight schedules and turnaround times should take priority, while those with more extended plans should take the back seat. Make sure to define which <i>specific activities</i> within a project should take precedent and communicate your progress with your team members, if applicable.</p>
3.30pm-4.00pm	<p><b>Break and Networking</b></p>

<p><b>4.00pm-5.00pm</b></p>	<p><b>Stay Focus on Critical Items</b></p> <p>Each approaching task should earn your undivided attention. Although multitasking might seem useful, resist the urge to work on different projects simultaneously or to leave a task unfinished before moving on to the next task. Research shows that attention residue -- or thoughts of a previous project or task you plan on resuming in the future -- saps attention and reduces performance. If you have a tight turnaround and you have no choice but to multitask, ask if team members or colleagues can join in. Above all, make sure to focus your energy on one task at a time.</p>
<p><b>Time</b></p>	<p><b>Day Two</b></p>
<p><b>9.00am– 10.30am</b></p>	<p><b>Effective Delegating with Fairness</b></p> <p>Delegating comes into play the most when multitasking and prioritising. Without delegation, proper multitasking would be almost impossible. Make sure tasked priorities are shared with your team. They will want to see the project succeed as long as they know the goal. However, fairness in work distribution remain the most critical elements to motivate and get support in the workplace.</p>
<p><b>10.30am-11.00am</b></p>	<p><b>Break and Networking</b></p>
<p><b>11.00am-1.00pm</b></p>	<p><b>Work smarter, not harder.</b></p> <p>This cliché works well when it comes to multitasking by reducing or eliminating redundancy by improving workflow. This thought should be used for all aspects of your department, including processes and procedures. Utilise tools that are in place to reduce the time spent on each task, thus reducing the number of open jobs on your plate. Use automation whenever you can minimise time and redundancy. It is worth the investment to develop automated tools, especially if most of the tasks are regular and in common. The technique can include how you set up your e-mail such as utilising task manager in Outlook, shared Microsoft documents and others.</p>
<p><b>1.00pm-2.00pm</b></p>	<p><b>Lunch Break and Networking</b></p>
<p><b>2.00pm-3.30pm</b></p>	<p><b>Make multitasking a game</b></p> <p>Try to keep your mind as clear as possible with the tasks at hand. Instead of letting it get to you, try and make it fun and challenging. The quicker you accept you have to “do more with less,” the easier it gets to get on with the task at hand.</p>

<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<b>Leverage Industrial Revolution 4.0 Tools and Resources</b>  There are some management tools and resources out there. For example, the Humanology has templates to help you stay on track, plus project plans and checklists. In this session, we will share the management software such as Trello, Quire, Smartsheet and Asana, can help you track multiple projects and project deliverables.