



Organizing and Prioritizing

This course helps participants enhance their ability to organize and prioritize effectively especially in continually changing and fast paced environment. Through activities, case lets, frameworks and other tools, participants learn how to understand tasks and take actions and put customer interest first.

What Modern Managers Need

In today's dynamic work environment, managers need to develop newer methods to organize and prioritize their work keeping customer satisfaction in mind. To maintain seamless workflow, they need to be able to adopt and implement systems that maximizes productivity.

Key Takeaways

- Respond promptly to tasks and address issues on time consistently
- Assess problem on hand by thinking contextually and applying functional understanding
- Classify issues and prioritize swiftly while being open to changes
- Identify resources and delegate tasks while maintaining accountability
- Resolve tasks within the ideal time and ensure its closure
- Solve maximum customer complaints in the least time consistently

Course Outline

- Understanding Organizing Skills
- Leveraging a Personal Organization System
- Understanding Prioritization Skills
- The Eisenhower Matrix
- Role of Time in organizing and prioritizing
- Delegation: meaning, process and key points
- Simulation Play
- Debrief session

Competencies Covered

- Responsiveness
- Functional Acumen
- Prioritization
- Delegation
- Time to Resolve
- Resolution

Learning Format

-  **ILT**
(WORKSHOP)
-  **VILT**
(WEB BASED)
-  **SELF-PACED**
COURSE

INBOX

This simulation is designed to help participants build core managerial capabilities like time management, team management, delegation and prioritization. In the simulation they assume the role of a team leader and they are to manage tasks on a busy day. They are exposed to a series of tasks and are expected to achieve business objectives by prioritizing and executing tasks within an allotted time.