



Customer Service Notes for WIC

Time Management Tips

We know how busy WIC offices are these days. Whether it's meeting with participants, completing paperwork, or working on a report, it can get hectic. How WIC staff manage their time can help in not feeling overwhelmed and stressed, which will impact one's ability to provide stellar service to participants. Below are some time management tips to consider.

To Do Lists

Research has shown that keeping a list helps employees stay on track with their responsibilities and projects. It is less important how you keep the list (on your computer, on a piece of paper, on your phone), but more important that you keep a list. Some employees like writing their daily list the night before, while others prefer writing it first thing in the morning. There can also be a sense of satisfaction when you cross out or delete items on your list that you have completed.

E-Mail

Manage your email and don't let it manage you. Where possible, resist checking email every time you get a notification that a new one has arrived. Instead, it can be more productive to check email at certain points throughout the day. Also, if you receive lots of emails, check it often enough so you are not overwhelmed when you see the number of emails that have come in. Also, some employees like saving emails in folders so they can find them more easily.

Procrastination

We all procrastinate to some extent. We tend to procrastinate with things we don't like to do as much as others. The problem comes when you procrastinate too often or when you delay or postpone tasks which should be completed in a timely manner. One technique is to dedicate a certain amount of time to complete a task. For example, if a bi-weekly report takes an hour to complete, commit initially to spending 20-30 minutes on it. What may happen is after 20-30 minutes, you will continue and complete the report. And, if this doesn't happen, you'll have half of it completed. You may find it's not as overwhelming as anticipated. Also, some employees find that doing the task you are procrastinating about first thing is effective.

Improving one's time management can help you not only at work, but also at home.

Questions for Reflection

1. Do you keep a daily or weekly To Do List?
2. Do you procrastinate so that you end up rushing to complete certain tasks?

