

PLANNING & PRIORITIZING

Gap Inc.

Leadership Conference – North East Zone

Holiday 2004

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There are approximately 17 million meetings in America daily.

FAST FACT #1

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The average worker experiences 1 interruption every 8 minutes (approximately 7 interruptions per hour).

The average interruption lasts for 5 minutes which equates to 4 hours per day (50% of the average workday).

FAST FACT #2

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A person that works in a messy or cluttered office spends, on average 1.5 hours per day looking for what he or she needs.

FAST FACT #3

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The average worker today receives more information on a daily basis than the average worker received in a lifetime in 1900.

FAST FACT #4

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To explore ways we can improve our ability to prioritize and plan, in an effort to become more strategic and effective leaders of our organizations.

OBJECTIVE:

How many managers really move their organizations forward – creating and implementing strategy and fueling innovation?

QUESTION . . .

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Time Management

vs.

Personal Leadership

WHICH DO YOU PRACTICE?

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What are the activities that take up you time?

QUESTION . . .

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What do you see as your top 5 priorities or duties as the Head of Store throughout the 4th Quarter?

PRIORITIES?

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The best way to prioritize one's time is to focus on:

what is important vs. what feels urgent.

IMPORTANT VS. URGENT

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ur-gent

Adj. 1: calling for immediate attention: pressing, insistent: conveying a sense of urgency

URGENT:



im-por-tant

Adj. 1: marked by or indicative of significant worth or consequence: valuable in content or relationship.

IMPORTANT:

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PRIORITIZE IMPORTANT!

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IMPORTANT

| | |
|--------------------------|------------------------------|
| Urgent and Important | Important but not Urgent |
| Urgent but not Important | Not Urgent and not Important |

URGENT



IMPORTANT

Urgent and Important

- Crises
- Pressing problems
- Deadline driven projects, meetings or preparations
- Customer complaints

Important but not Urgent

- Preparation / planning
- Prevention
- People development
- Relationship / team building
- Empowering others

Urgent but not Important

- Interruptions, some phone calls
- Some e-mail, some reports
- Projects of deception

Not Urgent and not Important

- Project of waste (time wasters)
- Busywork
- "Escape" activities
- Irrelevant e-mail

URGENT

The Italian economist Vilfredo Pareto discovered that virtually all economic activity seemed to naturally divide into what he called the “vital few,” the top 20% and the “trivial many,” the bottom 80%.

THE PARETO PRINCIPLE: 80/20 RULE

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- ▶ 20% of your activities will account for 80% of your results.
- ▶ 20% of your work will account for 80% of the content.
- ▶ 20% of your tasks will account for 80% of the value of what you do.
- ▶ 20% of your work produces 80% of your job satisfaction.

THE 80/20 RULE:

Before you begin work, always as yourself, “is this task in the top 20% of my activities or in the bottom 80%?”

Rule:

Resist the temptation to clear up the small stuff first.

EXCEEDING Q4 EXPECTATIONS

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- ▶ *The things that matter most must never be at the mercy of the things that matter least . . .*

GOETHE

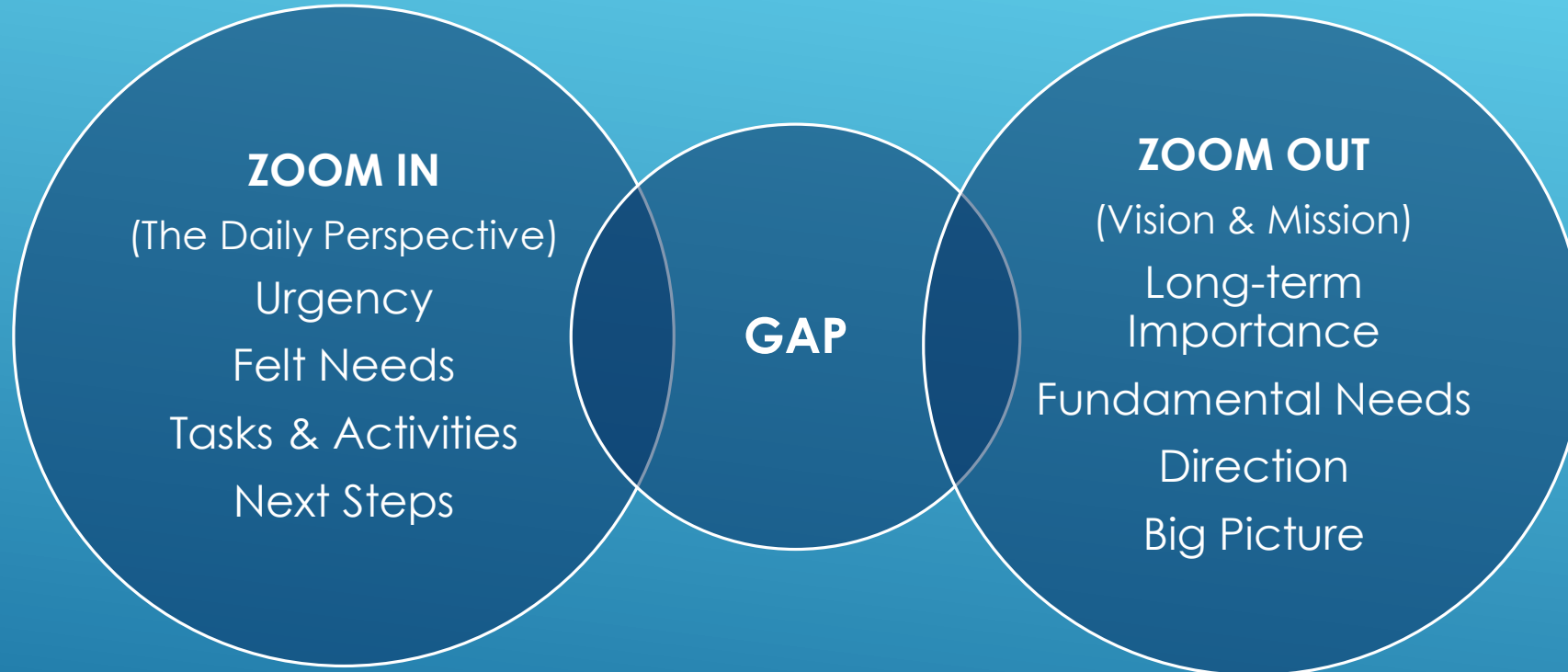


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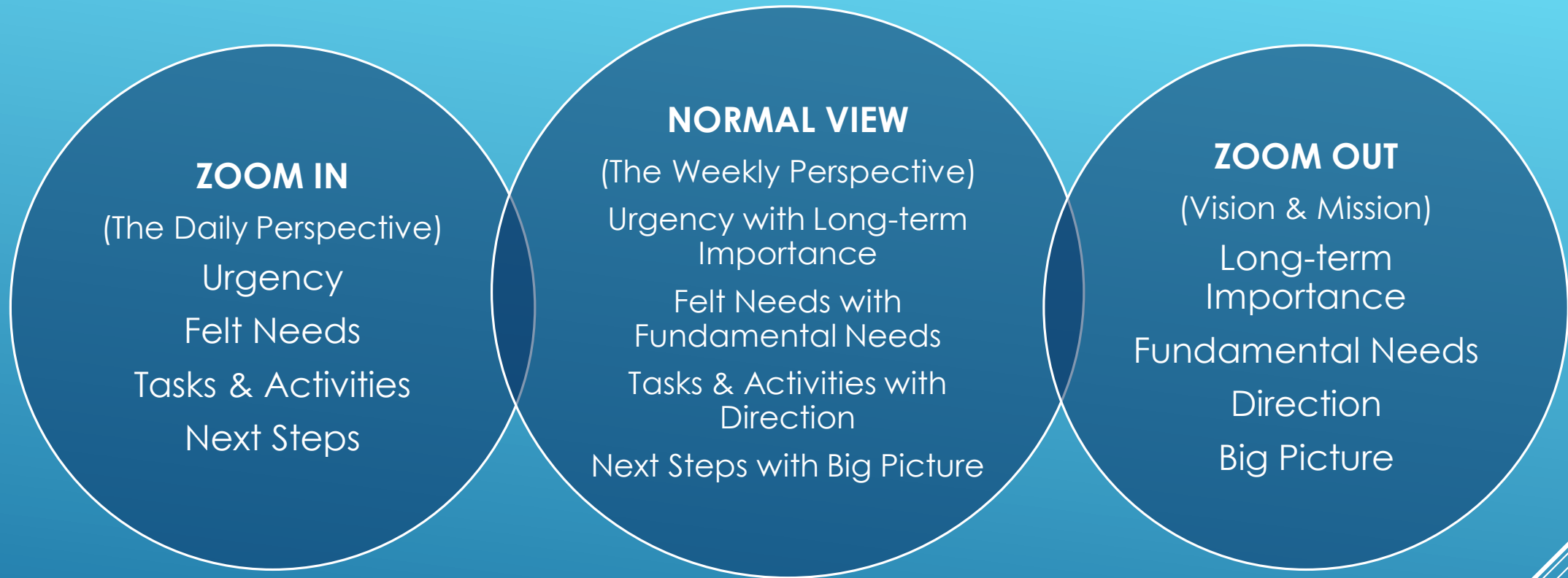
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THE GAP



NORMAL VIEW

Priority is a function of content.

FUNCTIONALITY:

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The benefits of proper Prioritizing and Planning:

- Momentum
- Job Satisfaction
- Positive Results
- Growth

BENEFITS:

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- ▶ **Apply the 80/20 Rule to everything:** 20% of your activities will account for 80% of your results. Always concentrate your efforts on the top 20%.
- ▶ **Practice the ABCDE Method continually:** Before you begin work on a list of tasks, take a few minutes to organize them by value & priority so you can be sure of working on the most important activities.
- ▶ **Obey the Law of Forced Efficiency:** There is never enough time to do everything, but there is always enough time to do the most important things. What are they?

KEYS TO EFFECTIVE PRIORITIZING: