

Time Tidbits

What Are You Saving The Time For?

Meetings

- Discourage and discontinue unnecessary meetings
- Question whether a meeting is the answer
- Tell people what is expected of them
- Invite only those necessary
- Does it need to be a sit down meeting?
- Use an action agenda with expected outcomes
- Set a time limit. Start on time. End on time.
- Resist tangents
- Define consensus ahead of time
- Define how the group will make decisions ahead of time
- Be prepared – read necessary information before the meeting
- Ask specific questions
- Define success at the beginning of the meeting
- Prepare a follow-up action plan for distribution at end of meeting
- The action plan should identify timeline and person responsible
- Use the last five minutes of the meeting to critique the session

A S S O C I A T I O N W O R K S

Telephones

- Prepare an agenda before you make the call
- Set aside a block of time for outgoing calls
- Remember it is your job calling
- Consider using conference calls – even if participants are in the same city

Voice Mail

- When leaving a message - say your name and phone number first
- Change your voice mail greeting every day
- Tell the person you are calling whether the call is informational or requesting action at the beginning of the message
- Don't combine too many requests into one message
- Only send urgent messages when they are really urgent
- If you are having trouble reaching a person attempt to set up an appointment to call – "I'll call you back Thursday at 2:00 p.m."
- Is a phone call the answer?
- Don't leave bad news on voice mails
- Before you copy someone on the message – have a real good reason
- Don't ramble
- Voice mail is not the place to argue
- Attempt to keep your message under 90 seconds

A S S O C I A T I O N W O R K S

Email

- The Gettysburg Address has 272 words
- Does the message header make clear what the message is about
- Identify whether the message is for information only or requesting a response
- Read the message before you send it
- Have a real good reason to send copies to others
- Would talking be better than an email?
- Don't ramble

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