

Organization Skills

Course Length: 1 Day

Prerequisites: None.

Course Objectives: After completing this course, students will know how to:

- ◆ Prevent information overload, and manage information by using the INFO process.
- ◆ Manage written, oral, and electronic information, and use memory more effectively.
- ◆ Manage outgoing information, and identify when it's best to use written, oral, or electronic information.
- ◆ Identify characteristics and myths related to time, and manage time-related problems.
- ◆ Get organized, plan and prioritize, and identify the causes of and remedies for procrastination.
- ◆ Handle visitors, handle office interruptions, and delegate effectively.
- ◆ Manage team time, communicate and plan within a team, and use team time effectively.

Course Content

Unit 1: Information management

In this unit, students will learn about **information overload** and how to prevent it. They will learn how to **identify priorities**. They will understand how to **note information sources** to identify trends in the information they receive and to determine whether it is essential, helpful, or useless. Students will also learn how to **focus** and **organize information** to help prevent wasting time with useless information.

Topic A: Managing information

Topic B: The INFO process

Unit 2: Managing incoming information

Students learn how to **manage written information**. They will learn about different **types of reading** based on the level of understanding they need to gain. They learn how to improve reading skills by reducing **fixation time** and **skip-backs** and how to **manage oral information** by taking **notes** and by using **concept maps**. They will also learn how to **manage electronic information** effectively. The properties of **human memory** will be discussed, including **recency**, **vividness**, and **frequency**. They will also learn how to use **acronyms** and **mnemonics** to remember information more effectively.

Topic A: Managing written information

Topic B: Managing oral information

Topic C: Managing electronic information

Topic D: Managing your memory

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 3: Managing outgoing information

Students establish guidelines for **sending information**. They explore situations that are appropriate for sending **written information**, and situations that are best suited for the **oral** channel. Finally, students will learn about different ways to send **electronic information**, and about common circumstances that are best handled by e-mail and fax.

Topic A: Fundamentals

Topic B: Modes of sending information

Unit 4: Time management

Students will learn about the three qualities of **time** and the **myths** related to time management. Common **time management problems** will be discussed as well as several **time-saving tips**. Students also learn that developing a **time management plan** is essential for organizing activities and determining priorities.

Topic A: Time management

Topic B: Time management problems

Unit 5: Organizing time

Students will understand how to **get organized** and that organization is the key to successful task completion. They learn about the benefits of using a **master task list**, the importance of **planning** and **prioritizing**, and the difference between **important** and **urgent** issues. Students will also learn about common causes of **procrastination** and how to avoid it.

Topic A: Getting organized

Topic B: Planning and prioritizing

Topic C: Procrastination

Unit 6: Coordinating time with others

Students will learn how to **handle visitors**. Several methods of **prevent wasting time** with unexpected visitors will be discussed. Students will learn how to **overcome objections**, and how to manage and avoid various **office interruptions**, such as **telephone calls**, **e-mail**, and **voice mail**. Techniques for dealing with incoming calls and excessive voice-mail messages will also be established. Finally, students will learn how to **delegate actively** to improve their time management skills.

Topic A: Interpersonal communication

Topic B: Office interruptions

Topic C: Effective delegation

Unit 7: Team time management

Team time management is covered in this unit. Students learn that teams must manage their time well if they want to complete their tasks successfully. The **role of a manager** in handling a team's time issues is also identified. Students will learn about **team communication** and **team planning** and how to use a **team time summary** to help determine how a team uses its time and how to allocate that time to important tasks. Students also learn how to effectively use **meeting time**.

Topic A: Managing team time

Topic B: Team communication and planning

Topic C: Effective use of team time