



Workload Management

Aims

This highly participative workshop aims to identify why people become overworked and what can be done to keep workloads manageable. This workshop gives managers a sense that they *can* influence the way they and their employees work today. Participants will learn effective strategies that will make a positive contribution to the management of challenging workloads.

Objectives

By the end of this course you will be able to

- Ensure that agreed performance targets/objectives or standards are **achievable**
- Encourage individual action planning to help the team focus on important tasks and review regularly to ensure success is being achieved
- Ensure flexibility of team working is agreed and **not** abused
- Monitor performance and give regular performance feedback to ensure workload problems are highlighted and dealt with quickly
- Create actionable development plans to ensure time is built into their own and their team's schedule for learning
- Encourage flexibility and diversity within the team to minimise the impact of sickness absence
- Prioritise the key activities of the team
- Maximise the resources of the team by coaching and delegating where appropriate
- Encourage team members to take their own decisions rather than referring to the manager on every issue

Who Should Attend

Any Manager or Supervisor responsible for the workload management of their team.

Course Content

- Setting effective performance standards
- Performance discussions becoming the new "norm"
- Increasing team member capability
- Coaching and delegating effectively
- Distributing tasks and performance challenges
- Reducing sickness absence and exhaustion
- Encouraging versatility among team members
- Maximising the business tools and resources
- Everyone takes their annual leave!
- Keep well informed on current business issues
- Plan team projects and deadlines together
- Work to remove conflicting priorities
- Know when to say "No"
- Create quiet spaces/thinking zones
- Continually review and improve the work processes in the team to ensure optimum efficiency
- Check out team ideas to regularly reduce workload

Duration 1 Day