



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Adaptability—**

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

- **Initiative—**

Proactively makes things happen. Evaluates self and others and takes positive corrective action. Is self-disciplined.

RELATED COMPETENCY CATEGORIES:

- **Management Controls—**

Exercises necessary management controls to ensure the integrity of the organization's processes.

- **Stress Management—**

Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.

- **Results Oriented—**

Passionate about winning. Dedicated to achieving all-win solutions to situations.

Multi-Tasking

SUMMARY

The right-sizing efforts of recent years have left everyone with the dilemma of doing more, better, faster, with less resources. This requires employees to wear many hats and focus on a wide variety of projects, initiatives, and activities at any given time. The expectation is that they will do this flawlessly without letting performance suffer.

CONTEXT

With technology changing at lightning speed, increasing daily workloads, and demands coming from multiple sources, increased productivity is the order of the day. As a result, multi-tasking has become a necessity to succeed in business. In fact, for most professionals, multi-tasking has become second nature. But are you doing it right?

At the completion of this module, you will have a better understanding of the myths and challenges of multi-tasking. You will discover and apply tips and principles for becoming more productive and efficient, including the tools to effectively prioritize and improve focus and concentration.

At the completion of this module, participants will be able to:

- Apply principles for effective and productive multi-tasking
- Maintain concentration and focus
- Prioritize multiple demands and increase efficiency

"In the evening, I'll have my PC running, and IM boxes pop up while I'm cooking dinner. It's an easy way for me to answer questions and field requests in between all of the other things that have to get done."
—Anne Altman, Managing Director, IBM