

# How to be proactive and efficient while on the job

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# Objectives

- Mornings
- Ways to be efficient and manage your time properly

# Mornings

- Wake up
- Perform morning duties
- Leave for work at a reasonable time
  - Allow yourself traffic time
- Coffee? Hot Chocolate? Espresso? Hot Tea?
  - These things have been proven to elevate your mental awareness especially in the early mornings.

# Ways to be efficient

## 1) Prioritize your workday in advance

- 1) Look at your tickets the day before and prioritize them by customer, priority status, and date submitted. So that when you come in, you only have to compensate for new tickets. (Its still morning don't make your brain work to hard!!)

## 2) Set deadlines

- 1) Look at low priority tickets and set a goal/deadline to have the ticket completed to its entirety.

## 3) Organize your workspace

- 1) Always take a clipboard or a note taking device with you on every job so you can record key notes to use later when closing the ticket. (i.e. time started, time ended, resolution, folders visited, programs (un)installed, Equipment used, etc.)

# Ways to be efficient cont.

- 4) Save personal affairs for your own time
  - 1) Seeing friends and personal phone calls are meant for out of school personal time... NOT while on the job!
- 5) "Your time"
  - 1) The first 15-20 minutes every morning is "Your time". "Your time" is the time when you usually use the restroom, talk to your media specialist, fix hair, check email, etc.
  - 2) After 20 minutes then you should be mentally and physically prepared for the workday ahead of you.
  - 3) By using "Your time" its been proven to increase productivity and mental awareness.