



RELATIONAL LEADERSHIP: customer service

TIME MANAGEMENT

Even with cell phones, computers, and Wi-Fi Internet access at their disposal, employees never seem to have enough time to complete important tasks, as well as urgent ones. This can lead to frustration and can directly affect relationships with internal and external customers. Time Management teaches employees to put first things first and implement organizational and time-saving strategies. It is easy to try to condense time management into a series of to-do lists, or tips, but effective time management is much more than that. This class is based on emotional intelligence principles, taking the participant through a much broader concept of time management than traditional approaches.

Objectives:

By the end of this workshop, participants will be able to:

- **Discuss and recognize time management challenges and issues**
- **Become more focused and effective users of time**

