



**Monday, April 30**  
**9:30-10:30 am**

**2002 Time Management for Busy In-house  
Paralegals**  
*Paralegal Track*

**Heather Bradley**  
*Co-Founder*  
The Flourishing Company

**Miriam Grogan**  
*Co-Founder*  
The Flourishing Company



## Time Management for Busy In-house Paralegals

### Session Notes April 30, 2007

Faculty  
Heather Bradley, CPCC  
& Miriam B. Grogan, CPCC



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## PERSONAL TIME MANAGEMENT PLAN



### What do you want?

- What does time management mean to you? \_\_\_\_\_
- What would better time management get you? \_\_\_\_\_
- What do you want to be different? \_\_\_\_\_
- Where does your time go? Check all that apply.

#### *Self Inflicted Time Robbers\**

- *Unclear personal goals*
- *Poor planning*
- *Failure to delegate*
- *Meetings*
- *Personal disorganization*
- *Absentmindedness*
- *Failure to listen*
- *Indecision*
- *Socializing*
- *Fatigue*
- *Lack of self-discipline*
- *Leaving tasks unfinished*
- *Paper shuffling*
- *Procrastination*
- *Cultural workplace*
- *Perfectionism*
- *Something else*

#### *Time Robbers Imposed on Us\**

- *Interruptions*
- *Waiting for answers*
- *Unclear job definition*
- *Too much work*
- *Poor communication*
- *Shifting priorities*
- *Equipment failure*
- *Red tape*
- *Conflicting priorities*
- *Low company morale*
- *Untrained staff*
- *Peer/Staff demands*
- *Lack of authority*
- *Mistake of others*
- *Revised deadlines*
- *Something else*

\*modified from *Time Robbers* by Pi Germain (complete article available at <http://ezinearticles.com/?Time-Robbers&id=358568>)



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## CONTROL ANALYSIS

Make two lists of the stressors in your life, dividing them into those you can control and those you cannot. Which list gets more of your attention?

Things I Can Control	Things I Cannot Control
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### **Choice: What do you choose?**

Begin your time management efforts by focusing on what you can control. It may sound obvious, but many of us spend far more time on the items we cannot affect.

Now, choose one or two of your biggest Time Robber(s) and concentrate on eliminating them rather than trying to change everything at once.



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**Action:**  **What will you do?**

- What will you do, or stop doing, right now, to improve your time management?
- What tools, such as software, are available to you? If you don't know how to use them, ask for training from a co-worker or course.
- What are realistic time frames for your immediate and long-term time management goals?
- Where do you need to ask for help?

Today, I will: \_\_\_\_\_

In the next seven days, I will: \_\_\_\_\_

Over the next 90 days, I will: \_\_\_\_\_



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them, altering the quality of your experience. Successful people think differently from unsuccessful people. You become what you think about most of the time.

### **Step 3 – Action**

After you have decided what to accomplish and how to invest your limited resources, create an action plan to support your choice. Begin by identifying the goals you want to achieve. Next break your goals into discrete tasks with deadlines. It's helpful to look at a limited timeframe, so you don't become overwhelmed by possibilities.



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## PERSONAL TIME MANAGEMENT PLAN



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## Getting Clear Replies

Making a request is only half of the conversation that creates action. The other half focuses on getting a valid or proper response. As with requests, responses may be sloppy. **An imprecise reply to a request all but invalidates the request.**

The 3 clear responses to a request:

- Accept – saying yes to *exactly* what, when and who was requested
- Decline – say no to the request
- Counteroffer – reply with a change or modification to the request

### TIPS

When you have made a request, beware of receiving non-responses such as “I’ll try” or “maybe”.

## Saying No

A perfectly valid, but often harder to deliver, response to a request is to decline it. Saying 'no' is a muscle. Most people have not yet developed this muscle. And, as with building up any muscle, it takes persistence and often involves some discomfort.

### TIPS

Keep it simple. You do not need to offer excuses or explanations.

### EXAMPLES

- That sounds like so much fun! But it's just not for me.
- I understand there are consequences when I say no to this, but I'm willing to live with those consequences.
- You've been so good to me, but I need to say no to this. Is there something else I can do instead?
- I would love to chat, but this is part of my business day and I need to stay focused on my work. How about tonight?

Source: *Leadership and the Art of Conversation* by Kim H. Krisco



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## Time Management Resources

### Websites

Analyze how you spend your time

[http://www.callipygia600.com/callnugget/lessons/handouts/time\\_robbers.htm](http://www.callipygia600.com/callnugget/lessons/handouts/time_robbers.htm)

Pace Productivity Tabulator

This interactive module lets you enter the time you spend on 11 major activities and see how your profile compares to others. You can also enter your ideal profile to see where you would like to be. <http://www.getmoredone.com/tabulator.html>

Time Tips, Pac Productivity

Practical "How to" deal with your time robbers.

<http://www.getmoredone.com/tips.html>

### Books

*CrazyBusy - Overstretched, Overbooked and About to Snap! Strategies for Coping in a World Gone ADD*, Edward M. Hallowell, M.D., Ballantine Books, 2006


### Articles

"Life Balance: Can't Get No Satisfaction", *Diversity & the Bar*, September/October 2003.


"Taking Stock: Examining What is Important to You and Adjusting Accordingly", *Diversity & the Bar*, May/June 2005.



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**Time Management for  
Busy In-house Paralegals  
Session 2002**




The Flourishing Company<sup>LLC</sup>  
*Changing the way people experience work*

**Heather Bradley, CPCC**  
**Miriam B. Grogan, CPCC**

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New Challenges/New Solutions


April 29-May 1, Hyatt Regency St. Louis at Union Station

*The in-house bar association.<sup>SM</sup>*



**OVERVIEW**

- **Expectations**
- **The Flourishing Process**
- **Personal Time Management Plan**
- **The Skill of Requesting**



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## The Flourishing Process



  
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## What does time management mean to you?

  
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# What would better time management get you?



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## PERSONAL TIME MANAGEMENT PLAN

### Clarity:

- What does time management mean to you?
- What would better time management get you?
- What do you want to be different?




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## PERSONAL TIME MANAGEMENT PLAN

**Clarity:** 


- **Where does your time go?**
  - **Self Inflicted Time Robbers**
  - **Time Robbers Imposed on Us**

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## PERSONAL TIME MANAGEMENT PLAN


**Clarity:**  \_\_\_\_\_

- **Control Analysis**


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## PERSONAL TIME MANAGEMENT PLAN

**Choice:** 


- **Choose 1-3 time robbers to focus on**

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## PERSONAL TIME MANAGEMENT PLAN

**Action:** 


- **Stop, start, more, less?**
- **Tools?**
- **Realistic time frames?**
- **Where do you need to ask for help?**

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## PERSONAL TIME MANAGEMENT PLAN

**Action:** 


**TIME TIPS**

- How to Plan Your Day
- How to Stop Procrastinating
- How to Prepare For Meetings
- How to Handle Paperwork
- How to Delegate
- How to Get Cooperation from Other Departments
- How to Use E-mail Effectively
- How to Say No
- How to Simplify Your Life
- How to Reduce Stress
- How to Prevent Interruptions
- How to Deal with Telemarketers
- How to Overcome Team Tension


<http://www.getmoredone.com/tips.html>

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## PERSONAL TIME MANAGEMENT PLAN

**Action:** 

- **Today, I will:**
- **In the next seven days, I will:**
- **Over the next 90 days, I will:**

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## Requesting

### Asking for What You Want

**An effective request includes 3 elements:**

- **exactly *what* you want**
- **exactly *when* you want it**
- **exactly from *whom* you want it from**



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