

Time Management Self-Assessment

Read and respond to the following questions. Do not dwell on and analyze the questions; simply respond as you believe appropriate. Once you answer the questions, score your results (see the section on scoring below). Use the results to focus on areas you indicated are weak (scores below 3).

KEY: Yes = 1 Often = 2 Sometimes = 3 Seldom = 4 No = 5

1. Do you use a structured time management system or tool? _____
 2. Do you use clearly defined written objectives to accomplish tasks? _____
 3. Do you prioritize your daily tasks? _____
 4. Do you meet established deadlines? _____
 5. Do you avoid non-customer-related tasks throughout the day? _____
 6. Do you feel in control of your time? _____
 7. Do you effectively use technology to assist with job tasks? _____
 8. Do you effectively control interruptions and time wasters? _____
 9. Do you have time in your schedule to take care of unplanned tasks? _____
 10. Do you use available tools and resources to increase your effectiveness when possible? _____
 11. Do you have adequate time to serve each customer appropriately? _____
 12. Do you avoid procrastination? _____
- TOTAL _____

Scoring: Add up your points for each question to determine your total. A lower score is better. For any item on which you rated yourself 4 or 5, start developing strategies for improvement. Use the concepts outlined in this chapter and also look for additional resources in books (see the Bibliography), magazines, and video or audio programs on time management, or search the Internet for such topics. Continually strive for improvement, and retest yourself periodically.