



Leading Practice

5.0 Managing yourself

social care
institute for excellence



5.1 Responding to pressure

Your response may be:

- Physical
- Mental
- Emotional
- Behavioural





5.2 Stress management techniques

- Physical – relaxation techniques; sensible exercise; healthy diet
- Mental – ‘ABC’ approach; assertiveness training
- Emotional – acknowledgement and articulation of feelings; counselling; personal reflection
- Behavioural – ‘decide, plan and act’; time management; personal organisation; assertive communication

5.3 Time: issues and feelings

- Not having enough time
- Not giving enough time
- Feeling time has been wasted
- Having time interrupted
- Not being on time
- Having too much time

5.4 Urgency /Important Grid

High  U R G E N C Y  Low	A. High importance and High urgency Tasks that are critical, and if not dealt with could mean harm to people supported, staff or the organisation	C. Low importance and High urgency These are often routine tasks such as audits and checks. If left they will move into category A	
	B. High importance and Low urgency Tasks that are important but are not yet as urgent. Diary time needs to be allocated to complete these tasks	D. Low importance and Low urgency These should only be done if all other tasks have been completed	
	High 	IMPORTANCE	 Low

5.5 Time: some helpful habits

- Plan realistically
- Let people know when the door is 'closed'
- Allocate specific time for post and emails
- Make telephone calls in a batch
- Don't allow yourself to be distracted
- Know and use your patterns of concentration
- Tackle hard or unfamiliar tasks first
- Keep easy or familiar tasks as a reward - but be prepared to delegate them