

# **Leading Practice**

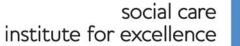
#### 5.0 Managing yourself



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

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## 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

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