



Organizational Skills

Course Objectives

After completing this course, students will know how to:

- Prevent information overload, and manage information by using the INFO process.
- Manage written, oral, and electronic information, and use memory more effectively.
- Manage outgoing information, and identify when it's best to use written, oral, or electronic information.
- Identify characteristics and myths related to time, and manage time-related problems.
- Get organized, plan and prioritize, and identify the causes of and remedies for procrastination.
- Handle visitors, handle office interruptions, and delegate effectively.
- Manage team time, communicate and plan within a team, and use team time effectively.

Course Content

Unit 1: Information management

Topic A: Managing information

Topic B: The INFO process

Unit 2: Managing incoming information

Topic A: Managing written information

Topic B: Managing oral information

Topic C: Managing electronic information

Topic D: Managing your memory

Unit 3: Managing outgoing information

Topic A: Fundamentals

Topic B: Modes of sending information

Unit 4: Time management

Topic A: Time management

Topic B: Time management problems

Unit 5: Organizing time

Topic A: Getting organized

Topic B: Planning and prioritizing

Topic C: Procrastination

Unit 6: Coordinating time with others

Topic A: Interpersonal communication

Topic B: Office interruptions

Topic C: Effective delegation

Unit 7: Team time management

Topic A: Managing team time

Topic B: Team communication and planning

Topic C: Effective use of team time