JUGGLING ALL ASPECTS OF A COORDINATOR’S DAY

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• FIRST CLEAR YOUR MIND OF ANYTHING THAT IS NOT WORK RELATED

• IF THERE IS SOMETHING PERSONAL THAT YOU HAVE TO DO AT WORK TRY TO DO IT 1ST THING IN THE MORNING IF POSSIBLE (So that it won’t hinder you from thinking about your work task)

• TRY TO MINIMIZE OFFICE CHIT CHAT (Because that 5 minutes of catching up will turn into 20 minutes – which you will find that you will need later that day – remember you can’t get back time)

• IF YOU HAVE TO GET COFFEE OR SOME SUBSTANCE BEFORE YOU START YOUR DAY PLEASE DO SO IN A TIMELY MANNER (remember you can’t get back time)

• TAKE A DEEP BREATH AND GET READY TO START YOUR DAY
• If you have more than 1 program that you work with you may want to set aside a day of the week that you focus on completing that programs needs. You may not need the whole day but it’s good to have a day set aside.

• When given task always, always ask the Faculty member when do they need this completed (very important) this will help you with you “To do List”

• Speaking of “TO DO LIST” whatever is easiest for you, you will need to make a TO DO LIST. I know that our memory is good, but believe me, things can get overwhelming quickly.

• As you think of things To Do write them down right then.. Our mind starts to fill up with things quickly and our “memory recall” may fail us.

• When someone is asking you to do something verbally or for something, be it a Faculty Member, Resident/Fellow, Co-Worker or some one from the outside, etc.…
  • **Write It Down** – even if it is something that you think is simple
    • If you write it down – repeat it to them to make sure there is a clear understanding of what they are requesting.
    • Make sure you make clear notes – not scribble, because you might be able to understand it then but later it may be confusing.
    • Try **NOT** to use sticky notes if possible – you will find at the end of the day you will have them all over your desk and you still may be confused
    • **Do** use 1 note pad – try not to have several note pads (I have a habit of going to a meeting and just picking up the closest pad to me – then when I have to look back at notes – I have to go through several pads some times to find it)
    • Remember to ask when do you need this….

• **Do it right then** – if it is something simple and quick

• If you are unable to meet the desired deadline let the person know immediately – so that they can give you an alternative deadline

• If you have been asked to do something that you have never done before, but it is part of your requirements. Be honest, let them know that this may take some extra time to complete this task. If you are having problems with the task – please seek help (you may want to put this close to the top of your To Do list – so that you will have time to complete the task just incase you will need others assistance) **** Remember what’s important to you may not be important to the person you need assistance from****
• First, try using the "Two-Minute Rule" (a concept from David Allen, the author of *Getting Things Done*) when you read your mail – if the email will take less than two minutes to read and reply to, then take care of it right now, even if it's not a high priority. The idea behind this is that if it takes less than two minutes to action, it takes longer to read and then store the task away "to do later" than it would to just take care of the task now.

• For emails that will take longer than two minutes to read or respond to, schedule time on your calendar, or add this as an action on your *To-Do List*, to do later. Most email programs allow you to highlight, flag, or star messages that need a response, so utilize this handy feature whenever you can.

• If you think your response to an email may be confusing – Call the person – so that you won’t have to go back and forth with emails. And vice versa, if someone has responded to you with a confusing response – Call them – this way you can clear it up quicker. If you have to have proof of what they said. Then, send an email saying “Hi Bob, thank you for talking to me today, I just want to confirm what we spoke about to make sure that I understood……..etc.”

• Try to check your emails 1st thing in the morning, so that you can work on other task.
  • Review unread emails to see if there are important ones or ones from important people
  • Set a time frame to reading your emails

• If you don’t have dual screens, you may want to ask you PD to see if she will authorize you getting another one. IT usually have extras. So you may not have to purchase one. This will save you a lot of time. You can work on assignments on one screen, while monitoring your emails on the other.

• If you are working on a task that needs to be completed, please limit going back and forth to your email’s you can easily get bogged down with answering emails and miss your task deadline.
  • If it is that important and you know that you will not be checking your emails for at least a couple of hours – you may want to put a message on your “Auto Replies” that you will not be checking emails until “Set a few times, or just say for a 2 hours, etc” so that the sender will not be expecting a prompt reply.
  • You can also let them know if it is urgent that they can contact a co-worker if she is willing to assist you, or they can call you on the phone. Express phone calls are for emergent responses only.

• Set up a simple filing system to help manage your mail.
  • When making your folders – name the folder a name that makes sense – so that you will be able to find it later.

• If you have been off work, start reading your emails from the newest email 1st is a good rule of thumb.
  • Remember: If it’s not an email that needs immediate attention – click on your “Follow-Up” flag and set a day and time to follow up. This is also a good “Gentle Reminder” tool.
ANSWERING THE PHONE

CHECKING YOUR MESSAGES
Try to check your phone messages 1st thing in the morning, they usually contain important information:

- Resident calling in sick
- Speaker unable to make a lecture
- PD saying you can go home for the day (smile)
- You get the point….

Write down your messages neatly, and forward those messages that are not yours.

Limit personal calls, and learn to cut Ms. Chatty off politely.

Again, respond to those that you can do quickly, via email or call back.

I know that we all have our cell phones sitting on our desk, but:

- Try not to answer personal calls unless you are expecting an emergent call
- Try not to check FB during the day, it will consume your time in no time
- Try not to text unless it is necessary
Remember

drink more water

it's your lunchtime
Making lunch the best time of your day
• Please take the time to eat your lunch – not at your desk, so that you can clear your mind and refresh.

• Try to keep the same lunch hour – I know sometimes it may be difficult, but try.

• Keep healthy snacks at your desk if you are unable to go to lunch at the appropriate time, nuts, popcorn, fruit, etc..

• Do drink water, it is very important to stay hydrated – this will also cause you to get up from your desk every so often.

• Do take short breaks, walk around the floor, go outside – but try to avoid going around people that you know are chatty, so that you won’t loose track of time.
Office Rules:
IF it buzzes, ignore it;
IF it rings, put it on hold;
IF it’s stuck, call the repairman;
IF it’s a friend, go to lunch;
IF it’s a boss, act busy;
IF it speaks, take notes;
IF it’s handwritten, type it;
IF it’s typed, copy it;
IF it’s copy, file it;
IF it’s Friday, save it for Monday!

Follow the Rules

Bathroom Rules:
Wash your hands
Use soap
Tidy brush your teeth
Keep your towel clean
Put the seat down
Flush the toilet

Family Rules:
No crying
Laughing loud
Say please and thank you
Be thankful
Always hug
Work hard
Say your prayers

House Rules:
If you sleep on it... MAKE IT UP
If you step on it... WIPE IT UP
If you wear it... HANG IT UP
If you drop it... PICK IT UP
If you eat out of it... WASH IT
If it rings... ANSWER IT
If it howls... FEED IT
REMEMBER ORGANIZATION IS THE KEY
– BUT THERE ARE NO PERFECT RULES

- Try to keep a level head throughout the day
- Try to smile even when you want to scream
- Do start your “To Do” list
- Remember to prioritize your day
  - Do those things that will only take you no more that 2 minutes 1st
  - Revisit your “To Do” list from yesterday and revise if necessary
  - Try to avoid Mr. or Ms. Chatty Box
  - Do take your breaks if possible, and try not to eat lunch at your desk
  - Remember to ask “when is the task needed”
  - Remember to ask for help – if feeling overwhelmed
  - Remember there will be interruptions and the “To Do” list may go out the window
    - If this happens, take a deep breath, refocus, rearrange and remain calm

- None of these suggestions are set in stone – you make it work the way that is most comfortable for you.

- Rome wasn’t built in a day, therefore you may not get it all done in one day.
  - Please don’t let this frustrate you.
  - Please try to get off work so that you can enjoy your family or friends, or engage in some activity. So that you can be refreshed for the next day.