

Unit 2 Typical Time Wasters

OFFICE ENVIRONMENT

Office environment plays an important role in time management or any business unit. If Office environment is not proper, then productivity of employees will be decreased. Following points are important in office environment:

1. Lighting

Good lighting has important consideration in modern business because office work brings lots of eyes strain to employees. Less than adequate lighting results in delay and mistakes. Employees feel headache. As far as possible, natural daylight should be provided and when it is not possible artificial lighting should be provided.

2. Ventilation

Fresh air must pass in the office regularly and in the absence of proper ventilation, stale air remains in the room which causes restlessness, fatigue and headache. The employee feels tired and sleepy when proper ventilation is not found. That's why windows and doors should be in proper numbers. However, too much cold and hot air is also not desirable.

3. Temperature

Very hot and cold states in our country causes discomfort and affect the efficiency of the workers. So, due care should be taken to maintain proper level of temperature in the office room. During summer, electric fans, coolers, AC etc. should be provided and in winters, room heaters should be installed. If temperature is too high, then sometimes employees feel tired and a problem of low BP and energy may also arise. As a result, they will not give 100% time to the work.

4. Sanitation and cleanliness

The interior area and surroundings of the office should be clean and free from bad order and infection. Restroom, canteen, toilet blocks etc. should be kept clean regularly. In the absence of cleanliness, employees suffer from various diseases and there will be an increase of absenteeism. Sometimes, they may leave the job. Ultimately, IT results into delay of office work and wastage of time.

5. Interior decoration

Colours of doors, windows, walls and curtains of office should not be very bright. Attractive calendar, maps and charts give useful information to the employees. Light colours and good interiors activate employees and increase the positivity which will affect the psychology of the workers.

6. Noise

Noise is unpleasant and causes irritation to the workers. It disturbs the entire work. For mistakes less and quick work, a quite atmosphere in office is required. Noise can be avoided by making soundproof room where machines, typewriters and other equipments are used.

TELEVISION AS A TIME WASTER

Television gives us information of various areas like education, nature, corporate sector and current affairs of economy very easily. Normally, it is used for entertainment purpose. More than adequate use of TV will lead to wastage of time in following aspects:

1. It spoils our vision.

When a person starts to watch TV, he sits in a particular situation for number of hours without blinking of eyes. The muscles of eyes will have lot of strain. The lighting of TV will have a negative impact on eyesight. Gradually, it will spoil our vision.

2. It makes us fat.

While watching TV, we eat junk food like samosa , burgers french fries etc. which contains no vitamins and nutritional values. They are high calorie foods. Instead of burning calories, Person consumes them more and more. As a result, there will be a weight gain which is not good for our health.

3. It makes us lazy.

While watching TV, we sit for number of hours in a particular physical condition without any activity. Gradually, person's leave any physical work and he will fill tired. The muscles will be weak day by day.

4. It makes us poor.

If a person wants to buy a TV, it will require an average investment of Rs. 30000 . Normally in addition to this, he has to pay installation charges and monthly package for cable connection. If this amount is invested in shares, fixed deposits, education, medi-claim etc., then person may have more income as compared to TV. In addition, extra monthly charges are required to pay to have this facility. So income of person will be decreased and poverty is increased because of investing money in TV.

5. It makes us ill.

Because of excess watching TV, our eyesight becomes weak. We also become fat and lazy. we don't have enough exercise and in long run, we may suffer from many diseases like obesity, diabetes and so on.

6. It makes us negative.

Some persons have a habit of watching news early in the morning in which most of the points are found very negative. Moreover, many programs show dramatization of criminal activities. Some youngsters take inspiration from such programs and follow criminal activities which will ruin their career and entire future. They also become depressed.

MEETING

Meetings are a necessary evil in most companies. Especially as the remote workforce continues to grow, ongoing communication – whether face-to-face, over video conference, or some other mode – becomes all the more important.

Ex. Video conferencing helps make meetings more productive. When we see ourselves on-screen, our behavior improves considerably. Being aware of one's demeanor translates into much more productive meetings. Less time is wasted when people are aware of any distractions they create. Yet even with videoconferencing, meeting time is wasted due to AV setup: connecting to a display, launching a video call, switching presenters, etc.

However, if you don't keep meetings under control, they can quickly become unproductive – and reviled by your team. Productive meetings are a great thing. Sadly, many things can derail meeting productivity. The result? We end up wasting time in meetings. There are many culprits: lack of preparation, poorly defined objectives, and latecomers or no-shows, just to name a few.

Time wasted in meetings accounts for 15% of an hour-long meeting (according to industry data and ViewSonic customer feedback). **That's 9 minutes of precious time lost just setting up.** The time-suck from tech issues makes a big impact. Time is wasted. Productivity is lost. Lost meeting productivity is a big deal. Problems arise when situations conspire to sap meeting time and productivity. Because we spend so much time in meetings, even a relatively small percentage of wasted time quickly adds up. Recent group of studies show there are between 36 to 56 million meetings per day. Ineffective meetings cost the US economy between \$70 to \$283 billion.

Time is zero-sum. Every minute spent in a meeting is time not getting something else done. That's why wasting time in meetings is such a big deal. Focusing without distraction on a cognitively demanding task is referred to as **deep work**. It's essential for creativity and efficiency. Wasting time in meetings hinders a person's ability to concentrate on their own tasks. When people don't have time to focus on their work, productivity suffers greatly. When this happens too often, employees suffer from a loss of work-life balance and increased burnout. This results in less efficiency, less creativity, and missed workdays.

When employees consistently find themselves wasting time in meetings, job satisfaction drops. This holds true regardless of personality, pay and other key factors. Luckily, there's a few meeting time-wasters you can look out for.

Here's a run-down of the top 10 ways you're wasting time in meetings:

1. **Scheduling unnecessary ones**

This one might seem like a no-brainer, but it comes up again and again: you don't *always* need a meeting. Collaboration and communication is great, but sometimes a conversation can easily be accomplished over email, messaging, or the phone. Nothing makes employees hate meetings more than having their schedule full of unnecessary ones.

2. **Inviting too many people**

Meetings with continually expanding invite lists have the same effect as extraneous CC's on an email – employees simply view them as clutter. To avoid this, be ruthless with your invite list. If you can't clearly verbalize why a team member needs to be in a meeting, they might not need to be in it.

3. **Letting people talk too much**

Some people love to speak in meetings. That can be a real time-waster, but there's a larger problem, as we mentioned in a recent post: if there's a too-dominant voice, the whole group will instinctively fall in with their ideas – thereby killing off any other great ideas in the room. To avoid this, keep discussions balanced and inclusive.

4. **Not making a schedule**

Whether it's for a weekly one-on-one or a yearly town hall, an agenda is crucial. It keeps the meeting on track, and also shows your team that you value their time enough to prepare. Come into each meeting with the points you intend to cover, and the action items that will hopefully result.

5. **Allowing too much time**

There is a reason that high school classes run for 50 minutes. The human brain can only absorb so much in one sitting. To address this, try swapping long department meetings for quick daily stand-ups, or simply capping meeting lengths office-wide. A team with a time limit will power through the agenda with purpose.

6. **Not defining the type of meeting**

There's a seemingly endless list of meeting types: creative brainstorming sessions, project reviews, planning sessions, performance reviews, one-on-ones...it goes on and on. When you're setting up a meeting, it's important to designate the type as well – this will help to ensure you're scheduling the appropriate amount of time, and booking the right type of room or space. It will also help your employees to arrive in the right mindset.

7. **Being under-prepared**

This is closely tied to always creating an agenda: if you plan a meeting, you should come to it with all the information relevant to the conversation. If you're missing key information that you know will come up at the meeting, track it down beforehand, or consider rescheduling the meeting until the assets are available. There's nothing more frustrating for an employee than sitting through a meeting and leaving more confused than when you started.

8. **Being over-prepared**

There's a flip side to this. If you are following a script too much, there's no space for discussion. Even in the case of a presentation, be sure to allocate time at the end for questions and comments – it keeps the tone collaborative, and ensures that employees remain engaged and interested.

9. **Relying too heavily on AV (and, not preparing it)**

Ah, the heavy collective sigh when a PowerPoint presentation doesn't open. Or a projector won't turn on. Or a computer freezes. AV can help to clarify points or visualize data, but it can also cause major headaches. If you need any kind of tech in a meeting, sort it out ahead of time, or schedule IT to set it up for you before the meeting is scheduled to begin.

10. **Taking notes**

Yes, your team members should be taking notes throughout a meeting – in fact, it's a sign they're actually listening. But if they're scrambling to take down every word you say, or every slide in your presentation, they're going to miss the bigger picture. Designate a note-taker that can send out the meeting's minutes afterward, along with any relevant slides or documents.

By avoiding these 10 meeting time-wasters, you can keep your team engaged and collaborative – and most importantly, productive.

INABILITY TO SAY NO

The person may have nature of honesty and loyalty. Normally, they have the sense of obeying. They don't have power or ability to say no when senior officer colleagues or elders ask for something. There are many reasons for such nature. These people are brought up in such a family environment that they are taught not to disobey the orders given by anyone. Sometimes they have the influence of saints, religion, well known personality, teachers on their character. Because of this influence, they follow the rules and value of such persons. So they cannot deny.

Society also gives respect to those persons who live Cooperatively and friendly with relatives and friends. They are honest and trustworthy in the eyes of society. Sometimes, saying no will create a feeling of guilty in the mind of a person. To relieve from these feelings, he will always say 'yes'. On the other hand, employee cannot say no to any one and he has to sacrifice his own time for others work.

Many times, he doesn't have skills to complete others task. So, again time is wasted and his work is also not completed as per the schedule. So he feels frustrated and disappointed.

For many years, a person lives in a constant state of overwhelm, exhaustion, resentment and guilt.

Why? Because he couldn't say, "No."

And so he was always overbooked and stressed. He felt resentful and frustrated, but in reality he kept himself stuck in the cycle by saying "yes" to everyone and everything. When he got fed up with it all, he would bail, leaving friends upset and contaminating his relief with guilt over being "a flake."

Can you relate? So many of us—and particularly women—have a hard time saying, "No." We're socialized to help, to nurture, to put others first; to never turn down opportunities or disappoint. And so we take on work that we don't need to take on. We attend events that we don't want to attend when we'd much rather be doing shopping, household work, laundry or catching up on emails or reading. We buy things we don't want to buy or donate to causes we don't want to donate to.

We don't want to "let people down."

But this isn't a serving way of living. Not only do we experience all the negative consequences mentioned, but we rarely get to experience the life we want to—as our needs are always put to the side to make room for someone else's.

Let's briefly look at some of the underlying beliefs that contribute to this habit, and then there is a tool that will help you reclaim your power in situations where you feel compelled to say yes.

Here are some unhelpful beliefs that lead to always saying yes:

1. Belief: *Never turn down an opportunity*

Truth: There are endless opportunities, and if you take them all on you'll live in a constant state of stress. Consider saying "No" to one opportunity being a way of saying yes to yourself.

2. Belief: *Always put others first/Being "selfish" is a bad thing*

Truth: We need to be selfish! No one else is living our lives for us. Cliche as it is, you can't pour from an empty cup. The relationships in which you're giving all of yourself will improve drastically if you set boundaries and engage when you want to. Now, that all said, being selfish doesn't give you a license

to be an a*shole (the object which protects the vessel from damage)—but I'm going to assume that if you're a people-pleaser, learning how to put yourself first isn't going to drive you into a*shole territory.

3. Belief: *Always follow through on what you've committed to.*

Truth: Learning how to say "No" will actually drastically decrease how often you "flake," (to prove unreliable) because you won't commit to things you ultimately bail on (to leave things); however, there will be always be times when you need to cancel plans in order to take care of yourself. This is OK. Do it in a respectful way and give as much notice as possible. The people who matter understand.

4. Belief: *If you can, you should*

Truth: Just because you *can* help doesn't mean you *should*. If you feel equipped to help emotionally and energetically, and doing so makes less severe the pain of seeing someone else in need, do! But if you're feeling burnt out and pressured or guilted into helping, chances are you need to take that time to look after you (refer to aforementioned "empty cup" metaphor).

What other underlying beliefs inform your "Yes" habit? Can you poke holes in those beliefs, too?

Of course, challenging our beliefs doesn't change the habitual pattern of obligation/anxiety/pressure/guilt/etc. Those of us who are habitual "Yessers" tend to agree before we've really looked inside and asked ourselves if we actually *want* to do whatever is requested. We think "I should say yes," and we say yes. Or perhaps we just have a knee-jerk reaction. And then we regret it, but it's too late... we've already committed and don't want to let anyone down.

So then one of two things happens: we follow-through, conflicted and resentful, and are frustrated with ourselves for committing; or we flake, likely with some guilt, apologizing profusely and wondering if we're gaining a reputation of a "flake." (unreliable person)

This is what you need to do instead. First, notice when you're feeling persuaded—what do you feel? Is it conflict? Guilt? Frustration? Pressure? Notice what happens when your gut says "Hmm not sure I wanna do this," but your head says "You don't have a legitimate excuse, so you should say yes."

Instead, say "Let me think about it." *Let me think about it.* It's that simple. Buy yourself some time to consider whether or not you want to agree to the request or take the opportunity. Then look deep inside and ask if it's something that's serving for you before responding.

Here's the important part, though: Don't use "Let me think about it" as a way of *avoiding* saying No. You're using it to set a boundary and pause, then work on getting out of the habit of people pleasing and "shoulding." Once looked inside, without feeling pressured or caught off-guard, be assertive and communicate your decision. For example:

"I gave it some thought, and it's not a great time for me to take that on right now. Thanks for thinking of me!"

Or: "I sat on it for a couple hours/days/weeks, and knowing my schedule I'm going to decline this time."

Or: "I thought about it, and would love to do (task/role/ assignment)!"

Now give yourself permission to say "no" and start creating a more peaceful, fulfilling existence!

VISITORS

An example of typical external time wasters is the visitors, who are difficult to control. Many a time, we see that visitors drop in at the office place for no or little reason. They are very important for any organisation. To attend the visitors is a social responsibility of the business. Business unit gives information of its products and services to the visitors. Thus, it communicates to the external environment through visitors. Sometimes, visit to any industry is a part of Curriculum of any course. So that students become aware about critical aspect of the industries in addition to theory aspects. Normally, visitors are advised to follow rules and regulation of the company during the visit. They are also instructed about safety measures to avoid accidents. But sometimes, they don't follow the rules. As a result, visitor may be injured and company may also suffer a loss of property and image.

Besides, visitors do not wear hygienic clothes and footwear. So, there are chances of infections and cleanliness in premises. Sometimes, they ask too much questions to the employee just to pass the time. Employees are always engaged to answer their questions. On the other hand, it may also happen that visitors may not buy anything from the company. So, it is totally a wastage of time. Thus, they are a waste of time, causing unnecessary delays in the operations of the organization.

Suggestions:

- 1) Discourage the trend of meeting outsiders without their getting a prior permission from your assistant.
- 2) Have your assistant / secretary screen all visitors. Here too, as in the case of telephone, draw up a priority list of visitors.
- 3) Start your meeting briefly and state clearly the amount of time you can spare for the visitors.
- 4) Signal the meeting as over by standing up. Most people understand this signal.

Let people know when you are available to meet with visitors.

Schedule blocks of time when you can meet with visitors and refer to these as appointments – try to limit each appointment to 10 or 15 minutes. The word appointment is more formal and people are less likely to think they are 'popping in for a chat' and more likely to come for a specific reason.

Learn to say no. If visitors arrive at an inconvenient time then politely explain that you cannot see them and schedule the visit for a mutually convenient time.

Don't forget to schedule time to spend with friends!

POOR DELEGATION

An important principle of management is that authority and responsibility should go together. A proper fit between the two is an important feature of effective delegation. An effective executive is able to identify the distinctive qualities of his team members and delegate responsibilities to them accordingly. Once the delegation is made, there should be least interference by the boss i.e. he should refrain from meddling into the delegated tasks except when the exigencies demand otherwise. What his team members can do well, the boss should not do himself. In the absence of proper delegation of authority, responsibilities cannot be carried out and there would be all pervading stress in the organization. An individual who does have sufficient powers to carry out his delegated responsibilities would feel frustrated and helpless. To prevent any such demoralization, a delegation plan should be formulated and implemented with skill. Further, no person should be delegated

authority in excess of his responsibilities. Such a situation can lead to irresponsible behavior on his part.

There are many symptoms of poor delegation. They are usually seen in the work culture of the company it is reflected in the work habits of the managers and attitude of the employees the following are the disadvantages of poor delegation:

1. Deadlines are frequently missed.
2. Employees are confused about the position of the boss.
3. Some employees are much busier than other employees.
4. No employee is ready for promotion.
5. Supervisor is too much busy in talking with employees.
6. No one is clear about the in-charge of the project.
7. Decision making process is very slow.
8. Top level management has never time to visit the work areas of employees.
9. There is no chance of progress and development of talented employees.
10. Employees demand frequently transfer to other units.
11. Employers can't handle the assignments without training.
12. The communication process is very slow and incomplete.
13. Some employees are overburden and sometimes they have to work from home.

INTERNET

In modern time business organisation uses computers and its facilities very effectively.

Internet is very much important to communicate with external business environment about its management product services and after sales services. It also gives us information about economy and current affairs of the industry for business expansion. Internet facilities is usually given to the employees at free of cost. it is used to circulate, notices and other information to the employees for the smooth functioning of the company.

But sometimes employees use internet in playing games, chatting in the WhatsApp, Facebook etc. at the cost of companies. Sometimes, they also visit unwanted videos and websites. As a result , there character and psychology is affected. Due to internet, rate of crime is also increase because ready material and videos of the weapons and other harmful devices are easily available. Because of the excess use of internet deadlines are missed and they have to work over time.

TRAVELLING AS A TYPICAL TIME WASTER

The following points indicate time wastage in travelling:

1. Waiting for security lines

Most of the time, we have to wait for our flight at the airport. Before that, we have to arrive at least 2 hours early for security checking. While security checking, the passengers have to stand in queue. In case of international flight, passengers have to pass through immigration and customs which is very time consuming.

2. Flying or travelling with Connection

While travelling to other states or countries, we can book connecting flights or trains. Sometimes it is cheaper but it may be a long journey. The most and more stops you have and you will have delay in reaching final destination.

3. Flying to an airport far away from the city

In big cities, there is a problem of traffic especially at airport area which is far away from the main city. If we want to reach the airport in the time, then we have to keep in mind traffic issues on the way to the airport.

4. Staying far away from what you actually want to see

In travelling, the cost of transportation to site seeing will be high. If we live in hotel which is far away from such places.

5. Waiting in long lines

If we want to visit the most popular places and temples like Eiffel tower, Tirupati Balaji temple etc., we have to stand in a long line. Because of the crowd is un avoided and the timing is also limited. Sometimes we have to buy a ticket to visit a particular place.

6. Spending too much time in gift shop

Most of the time, it is noticed that every gift shop will have common thing in all cities. People buy gift to give them to the friends or relatives. But, there is no need to visit more than one or two shops. It will be a waste of time.

TELEPHONE CALLS

Communication process is very much important in an organisation. To communicate effectively, telephone, emails, mobiles, postal services etc. are used regularly. Telephone facility is a very common service to receive and send the messages directly to the customers, suppliers, clients, banks and employees. Through telephone calls, day to day activities are done very effectively

Sometimes, an employee is specially appointed to attend the phone calls. In a market, good plan of telephone calls of various private and public companies are available. Sometimes, customers call unnecessarily to the company just to pass the time. They also ask irrelevant questions which have no connection with the business. So, excess telephone calls will result into time waste. Because it will not give any benefit and spoil the resources of the business. Employees also use telephone facility for their personal use. They frequently talk with the friends and relatives unnecessary. Because of these, telephone expenses will also increase in addition to time.