

Submitted by: Hilary Coia

Strategy Name: Prioritizing in the Workplace

Purpose/Objectives: Students will work in groups to examine and prioritize various job/career tasks. By the end of the lesson students will...

- Be more familiar with realistic job tasks in various careers
- Have examined the tasks and differentiate high priority tasks from low priority tasks
- Have discussed their rationale of priorities with peers
- Present their rationale to the class
- Begin thinking and acting on a real-world job tasks

Materials Needed: Handout of instructions and jobs and tasks, Poster Post-Its, Markers

Process:

Lesson

1. Individually or as a whole group, read the following article, "The Secret to Prioritizing Your Time." <http://www.entrepreneur.com/article/231520>on
2. Ask students to think about the tasks they complete when they get home and share their responses (homework, clean room, walk dog, help with dinner, watch sibling, practice, go to work, workout, facebook, check email, etc)
3. Tell students to list one task to each of the following: *Priority A, Priority B, and Priority C.*
4. Discuss importance of prioritizing and time management across all settings, but most importantly in the work setting.
5. Explain task to students: Given the assigned job, students must examine the tasks and produce a poster of the tasks from high-priority (#1) to low priority (#6). They will present their poster to the class and explain why they prioritized the tasks the way they did.
*Inform students that while some tasks need to be taken care of before others, there is no exact/correct sequence of priorities. Their rationale is important.

Grocery Store Worker

- Help customer find an item
- Stock toilet paper
- Respond to page from manager
- Fold/breakdown boxes
- Respond to back up needed at cash register
- Respond to clean up in aisle 5

EXTENDED ACTIVITY: Write a verbal response to your manager who received a complaint from a customer that you were rude to them.

Hotel Receptionist

- Answer ringing phone
- Check voicemails
- Relay message to manager

- Check in guest
- Direct guest to bathroom
- Clean desk area

EXTENDED ACTIVITY: Respond to an email from an angry customer who states they had to wait in line too long to check in and check out.

Teacher

- Reply to parent's email about a possible bullying situation
- Grade tests
- Clean classroom
- Confront a student about cheating
- Make lesson plans for next unit
- Meet with principal about the personal day you requested

EXTENDED ACTIVITY: Write a verbal response to your principal who has called you in his office to discuss why more than half of your students are failing your class.

IT

- Check email and voicemail
- Respond to internet outage
- Respond to a colleague whose computer froze
- Respond to boss' computer not turning on
- Respond to colleagues' sticky keyboard
- Fix an issue with your computer system

EXTENDED ACTIVITY: Write an email to your staff explaining that the entire internet and computer system is down and will not be up and running for at least another two weeks.

Chief Operating Officer of Major Hospital

- Work on hospital budget
- Respond to emails
- Prepare for interview of Medical Director (later today)
- Approve a major hospital expense in which production is pending on
- Respond to a local news station who has called and question on the claim that your hospital mistreated a young patient and restrained the parent from visitation
- Visit hospital areas to check on patients and staff

EXTENDED ACTIVITY: Write a follow-up email to your staff regarding an email you accidentally sent in the morning about budget cuts and staff cuts.

Evaluation

- Students will present their list of prioritized task to the class
- Students will be assessed on the rationale of the prioritized list

Closure & Looking Forward

- Extended Activity/Homework: Each student will complete the “Extended Activity” for their group. In class the following day, they will share and compare their response to one member of their group, as well as a member of another group.