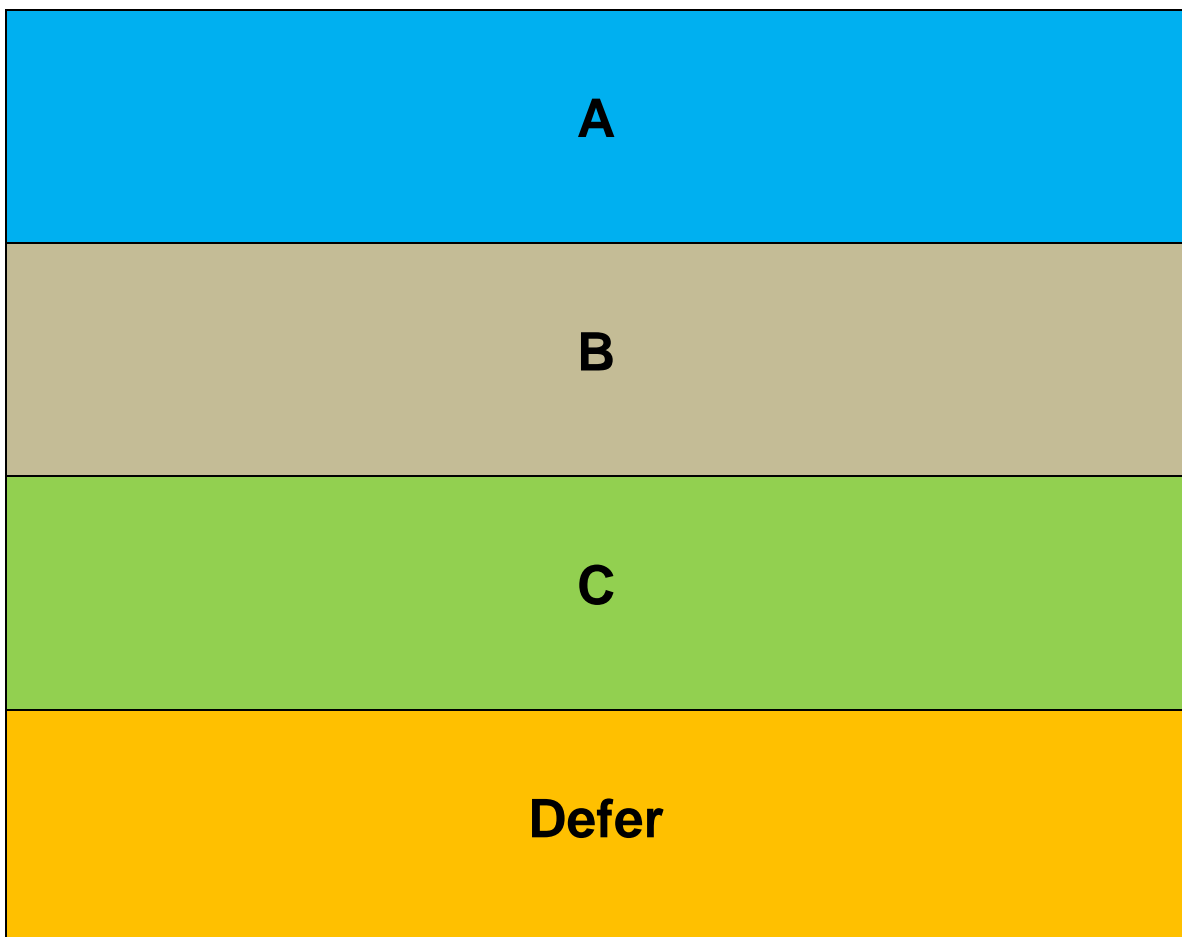


## ***The Game of Thriving on Working Smarter NOT...***

*(by Brenda Robinson)*

***Thriving on Chaos and Stress*** is a business simulation designed to help one of the most critical problems – managing multiple and changing priorities. Although no one has yet discovered how to completely optimize time, proper planning and priority setting will certainly improve your ability to manage chaos. The following is the scoring chart.

Legend:



## MONDAY ACTIVITY LIST

<p><b>M – 1</b> A request from the Personnel Dept. for you to fill out and sign a new insurance application.</p> <p>Time Required: ½ hour</p>	<p><b>M – 6</b> E-mail from Associate Branch Manager advising that he'll be in town for a few days; he'd like to get together for an hour at your convenience.</p> <p>Time Required: 1/2 hour</p>
<p><b>M – 2</b> E-mail from friend asking you to look over his resume and make suggestions.</p> <p>Time Required: ½ hour</p>	<p><b>M – 7</b> Reminder to yourself to write Plant Manager who's dragging his feet on information you requested. (and that your boss requires by Friday)</p> <p>Time Required: ½ hour</p>
<p><b>M – 3</b> Annual forecast and budget report. Edit final version: should be on your boss's desk by Wed.</p> <p>Time Required: 3 hours</p>	<p><b>M – 8</b> Scan your trade magazines, which you received in March. Your manager likes to see summaries of key related business articles.</p> <p>Time Required: ½ hour</p>
<p><b>M – 4</b> Attend weekly staff meeting which is held from 2:00 – 4:00 p.m. every Monday.</p> <p>Time Required: 2 hours</p>	<p><b>M – 9</b> Letter from Canadian Management Association asking you to be a speaker at the July 26<sup>th</sup> meeting. You have a conflict on that date and are unable to attend.</p> <p>Time Required: ½ hour</p>
<p><b>M – 5</b> Write up minutes of weekly staff meeting for circulation (E-mail) to those who attended. (If handled on Monday, M-5 must follow M-4.)</p> <p>Time Required: 1 hour</p>	<p><b>M – 10</b> Write bulletin to field Supervisors advising them of change in price structure. They are expecting this information. E-mail the bulletin with a note advising the correct insertion to supplier's catalogue.</p> <p>Time Required: 1/2 hour</p>

### MONDAY ACTIVITY LIST (Continued)

<p>M – 11 Phone call from your friend who E-mailed you his resume. Wants to know if you received it and what comments you may have. Expects return call.</p> <p>Time Required: ½ hour</p>	<p>M – 16 Complete a study that you've recently initiated. The fieldwork portion of the study involves interviews with five employees – to be accomplished during the day. Each interview will take an hour. All five must be completed this week so you can re-cap results next week and submit by May 6<sup>th</sup>. (You won't be penalized if you break up interviews into one-hour segments) These interviews are about environment issues within your organization.</p> <p>Time Required: 5 hours (Total)</p>
<p>M – 12 Plan appraisal interview with your secretary. You have scheduled her performance appraisal interview for tomorrow.</p> <p>Time Required: 1 hour</p>	<p>M – 17 Fill in expense report, which was due last Friday, April 12<sup>th</sup>, when you were out of town. You have all vouchers and expense item receipts in your briefcase.</p> <p>Time Required: ½ hour</p>
<p>M – 14 Review draft of report that your boss is submitting to upper management. He expects you to return it by April 17<sup>th</sup>, with corrections and/or comments.</p> <p>Time Required: 1 hour</p>	<p>M – 18 Letter from a college friend asking you to attend a reunion with him on the weekend of May 11, &amp; 12<sup>th</sup>.</p> <p>Time Required: ½ hour</p>
<p>M – 15 Telephone call from Personnel Manager. He wants you to call back regarding insurance form he sent you.</p> <p>Time Required: ½ hour</p>	<p>M – 19 E-mail letter to printer asking for preliminary information and prices on a new form you are designing.</p> <p>Time Required: ½ hour</p>
<p>M – 20 Proof read your bosses month-end report and submit for his signature</p> <p>Time Required: ½ hour</p>	<p>M – 21 Email from supplier asking for clarification on a recent order for office supplies</p> <p>Time Required: ½ hour</p>

## TUESDAY ACTIVITY LIST

<p>T - 1 Write memo (send e-mail) to department heads notifying them of luncheon meeting on Friday, April 26<sup>th</sup> from 12:00 noon to 2:00 p.m. as directed by your boss.</p> <p>Time Required: ½ hour</p>	<p>T - 6 E-mail from field office asking for information on Maitland Study on copyright. This should be forwarded to legal staff (with brief explanation) for his handling.</p> <p>Time Required: ½ hour</p>
<p>T - 2 Telephone call from H.R. department who wants to know if you want a Power Point set up for Friday meeting. (Actually you requested a T.V &amp; VCR.)</p> <p>Time Required: ½ hour</p>	<p>T - 7 Write letter (send E-mail) to outside vendor to inquire about delay on bid he was to submit last week, but didn't. You need bid info by April 22<sup>nd</sup>.</p> <p>Time Required: ½ hour</p>
<p>T - 3 Letter from local bank requesting formal personal information on your secretary who plans to buy a home with her husband. Bank asks for a written reply but does not supply form.</p> <p>Time Required: ½ hour</p>	<p>T - 8 E-mail from public relation director of your organization asking for the title of the talk on pollution, which you have been helping your manager with.</p> <p>Time Required: ½ hour</p>
<p>T - 4 Note on your calendar (as reminder) to write the weekly <b>Action</b> report due every Friday. It summarizes status of all projects you have in progress.</p> <p>Time required: 2 hours</p>	<p>T - 9 Telephone call from ABC Employment Agency asking if you have any openings at the moment. (You don't)</p> <p>Time Required: ½ hour</p>
<p>T - 5 Write speech on pollution to be given by your manager at City luncheon on April 25<sup>th</sup>. Put key ideas on cue cards.</p> <p>Time Required: 2 hours</p>	<p>T - 10 Appraisal interview with your secretary.</p> <p>Time Required: 1 hour</p>
<p><b>T - 11</b> Just in – Engineering awarded new special project. Request 4 new Adm. Assistants. Call back ABC Employment and put in your request.</p> <p>Time Required: ½ hour</p>	<p>T - 12 New software required for newly awarded project (T-11) Call 3 suppliers for quote with delivery time most essential.</p> <p>Time Required: 1 hour</p>

### WEDNESDAY ACTIVITY LIST

<p>W - 1 Call All-Right Travel to order plane tickets for your trip to Winnipeg on April 29<sup>th</sup> &amp; 30<sup>th</sup>.</p> <p>Time Required: ½ hour</p>	<p>W - 6 Special assignment from the Personnel Dept. They have asked you to estimate division manpower requirements for the next two years. Information is requested by April 19<sup>th</sup>.</p> <p>Time Required: 2 ½ hours</p>
<p>W - 2 Complete unit 13 of operator's manual that you have been reading and editing. This is a long-term project – you have allocated 4-hours per week for each unit.</p> <p>Time required: 4 hours</p>	<p>W - 7 Vice President phoned and left word that he'd like you to stop by his office for a short meeting from 3:00 – 4:00 p.m. He wants you to sit in a session with a visiting management group from Japan. They are interested in the role of the support staff in our department.</p> <p>Time Required: 1 hour</p>
<p>W - 3 Attend 2-hour training seminar from 10:00 to 12:00. This is optional, although you'd like to make it if you can (topic directly related to current project of yours). If you decide to attend, you <b>must</b> include ½ hour travel time. (See w - 4)</p> <p>Time required: 2 hours</p>	<p>W - 8 Telephone call from branch office asking you to check the discrepancy in inventory figures. They request your reply in writing by return mail.</p> <p>Time required: ½ hour</p>
<p>W - 4 Travel time required for seminar above if you elect to attend. Travel time must immediately precede or follow time allocated for seminar participation today.</p> <p>Time Required: ½ hour</p>	<p>W - 9 E-mail from supplier you've been working with requesting written authorization to proceed to contract. You had previously given them the verbal "go ahead".</p> <p>Time required: ½ hour</p>
<p>W - 5 Memo that your boss has asked you to prepare in his absence. It goes to Corporate Planning adjusting his recommendations made in an earlier memo dated April 3<sup>rd</sup>.</p> <p>Time Required: ½ hour</p>	<p>W - 10 Do an internet search on other required resources for new engineering project. You will need to offer 2 – 3 options with complete descriptions of options offered by each one.</p> <p>Time Required: 2 hours</p>