



Prioritizing Your Responsibilities



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Shift Our Thinking

Common Mindset:

- I spend my time on what's most urgent.

Common Practices:

- Spending most of our time on managing crisis and other people's agendas.
- Try to do it all.
- Plan sporadically or not at all
- Give into the pressures of the moment.

Franklin Covey, 7 Habits of Highly Effective People

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Shift Our Thinking

Highly Effective Mindset:

- I spend time on what's most important.

Highly Effective Practices:

- Focus on your highest priorities.
- Eliminate the unimportant.
- Plan every week.
- Stay true in the moment of choice.

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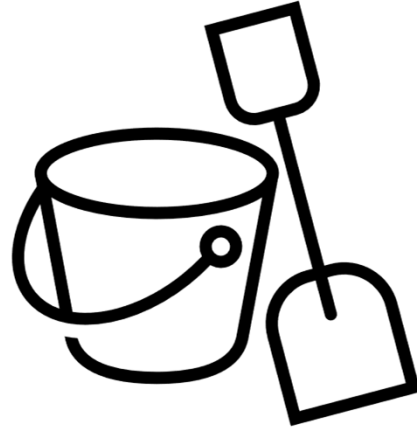
What It Means

“**Put First Things First** is at the heart of effective self-management. It's the ability to organize our time around the most important things.”

7 Habits of Highly Effective People

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What It Means



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“Big Rocks”

What are your top three to five priorities at work?

- 📌 What is most important for you to accomplish at work?
- 📌 What should you be spending the most time on?
- 📌 What activities will make an impact at your organization?

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Important Vs Urgent

Important: Activities that represent your mission, roles, values, and high priority goals.

Urgent: Activities that require immediate attention.

Important \neq Urgent

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"I have two kinds of problems, the urgent and the important. The urgent are not important, and the important are never urgent."

– Dwight D. Eisenhower

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Eisenhower matrix

	Urgent	Not Urgent
Important	Q1	Q2
Not Important	Q3	Q4

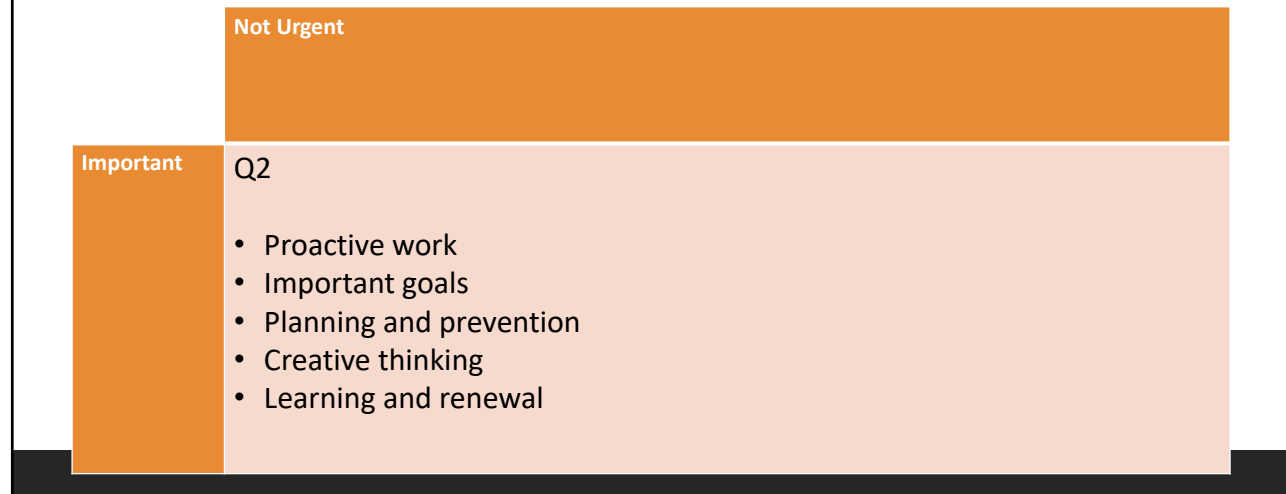
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Eisenhower Matrix Q1

	Urgent
Important	<p>Q1</p> <ul style="list-style-type: none"> • Crisis • Last minute meetings/calls • Pressing problems • Last minute deadlines • Unforeseen events

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Eisenhower Matrix Q2



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Eisenhower Matrix Q3



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Eisenhower Matrix Q4

	Not Urgent
Not Important	<p>Q4</p> <ul style="list-style-type: none"> • Trivial work • Avoidance activities • Time-wasters • Gossip • Gaming

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Eisenhower matrix

	Urgent	Not Urgent
Important	Q1: Do now & properly.	Q2: Plan & do ahead.
Not Important	Q3: Maintenance, not progress.	Q4: Don't do it. Delegate if you must.

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4 Quadrants Worksheet

- 🔍 What does your typical work week look like?
- 🔍 Categorize your tasks into the different quadrants.

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4 Quadrants Worksheet

Where are you spending most of your time?



Why?



What are the consequences of staying there?

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4 Quadrants

“Many people spend a great deal of time in ‘urgent but not important’ Quadrant 3, thinking they’re spending time in Quadrant 1. They spend most of their time reacting to things that are urgent, assuming they are also important.”

– 7 Habits of Highly Effective People, Stephen R Covey

Identify activities in your Q3 or Q4 that you can cut.

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Eisenhower matrix – The Ideal

	Urgent	Not Urgent
Important	Q1: Do now & properly.	Q2: Plan & do ahead.
Not Important	Q3: Maintenance, not progress.	Q4: Don't do it. Delegate if you must.

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Crisis: 2018 Flooding in Dane County

Flash Flooding, Lake Level Flooding, August 2018

\$4 million in damage to public infrastructure in the City of Madison

Private Property damage reported \$17.5 million, estimated at \$30 million

Changes in City of Madison Ordinances:

- Lots previously grandfathered in 10-year flooding detention pond, now require 100-year detention standard
- Detention for new developments now require 200-year standards



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Crisis: 2020 Oshkosh Cyber Attack

- Started with a phishing email with a malicious attachment
- A week later, at 2am, law enforcement systems began displaying the ransomware page
- The ransomware had infected all servers and workstations, all city devices and computers were shut down and investigation began
- Over the next month City I.T. team worked to restore 90% functionality

Lessons Learned:

Have Cyber Insurance, Backup Data, Run Patch System Upgrades Promptly, Educate Staff, Test Staff, Develop Notification Tree (State & Federal agencies), Document everything

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Crisis Mode Too Often

What was a recent Q1 Crisis your team had to deal with?

- How was it solved?
- How do you plan to avoid this in the future?



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Q2 is where its at!

What Q2 activates should you be spending more time on?

- Proactive work
- Important goals
- Planning and prevention
- Creative thinking
- Learning and renewal



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“If you were to ask me what single practice would do more to balance your life and increase your productivity than any other, it would be this: plan your week each week before the week begins.”

- Stephen R. Covey

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Calendar Q2 Priorities

TO DO: Schedule time for Q2 activities on your calendar next week.

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Negotiating Distractions

Distractions = someone else's urgent

We only have 40 hours in a work week.

Saying yes to one thing, means saying no to something else.

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Acquiescing

A technique used in improvisation acting, acquiescing is leaning into the adventure together.

Your partner throws you an idea.

You catch the idea and throw back more.

It becomes a collaboration. You are building a story together.

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Negotiate Workload

At another time

Place on list/queue

Yes, but limit time commitment

Just part of the job

Agree on responsibilities

Ask requestor for help or resources

Ask for funding

Level of detail/word count

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Negotiate Workload: Phrases for Acquiescing

- Can we do that this afternoon?
- I'll add it to my list. When do you need that by, is Friday okay?
- Can we knock this out in 15 minutes?
- I can do the outline if you write the content.
- If you can pull the data, I can make some charts.
- Can you write down the steps needed, and we'll meet Thursday and decide who does what.
- Can anyone else on the team help us with this?
- Its not going to be great, but it will do the job.

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Negotiating a Deadlines

Phrases for Acquiescing when you are not the project lead

- I'd like to better understand this due date. What's driving it?
- Can you tell me where my part fits into the bigger project?
- This week isn't good for me, can we sit down Monday and discuss?
- Is there anyone on the team we should pull in to help with this?



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Staying True in the Moment



Remind yourself of your
priorities and goals in Q2



Schedule your Big Rocks



Negotiate or Acquiesce

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Questions

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