

Chapter 9
Office Management
Key Terms

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| 1. Agenda | G |
| 2. Attainable goals | R |
| 3. Clustering tasks | C |
| 4. Dead time | J |
| 5. Delegating | M |
| 6. Effectiveness | P |
| 7. Efficiency | D |
| 8. Feedback | I |
| 9. Intermediate goals | O |
| 10. Long-term goals | K |
| 11. Pareto Principle | H |
| 12. Procrastination | A |
| 13. Realistic goals | Q |
| 14. Self checking | S |
| 15. Short-term goals | E |
| 16. Time audits | N |
| 17. Time planner | L |
| 18. Time wasters | F |
| 19. Urgency/Importance Grid | B |

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- A. Putting off doing a task. **(12) Procrastination**
- B. A tool used to prioritize tasks. **(19) Urgency/Importance Grid**
- C. Uninterrupted time blocked off to return phone calls, e-mails, or focus on a project. **(3) Clustering tasks**
- D. Performing tasks quickly; doing things right. **(7) Efficiency**
- E. Goals to be achieved within the next year. **(15) Short-term goals**
- F. Activities that are taking too much of an individual's time and not actually helping to attain goals. **(18) Time wasters**
- G. A document detailing meeting items to be covered that should be prepared in advance and sent out to all participants prior to the meeting. **(1) Agenda**
- H. The 80/20 rule states that 20 percent of the time spent on certain tasks will produce 80 percent of final results, while 80 percent of the time spent on other tasks will produce only 20 percent of final output. **(11) Pareto Principle**
- I. Discussions with employees on the impact or consequences of their actions and an opportunity to provide input on the next steps to be taken. **(8) Feedback**
- J. Any time spent waiting. **(4) Dead time**
- K. Goals to be accomplished in five years or more. **(10) Long-term goals**
- L. An important tool used to plot activities and goals in both the weekly and daily view. **(17) Time planner**
- M. Assigning authority to perform work, to manage the work of others, or to make decisions on behalf of the organization. **(5) Delegating**
- N. Careful reviews of how an individual is currently utilizing time. A time audit can be performed by keeping a log or a journal. **(16) Time audit**
- O. Goals to be achieved within the next one to five years. **(9) Intermediate goals**
- P. Doing the right things at the right time. **(6) Effectiveness**
- Q. Goals that fit in with a person's other responsibilities. **(13) Realistic goals**
- R. Goals that require employees to "stretch," but are not impossible. **(2) Attainable goals**
- S. Periodically questioning "What is the best way for me to use my time right now?" **(14) Self checking**