TrainingConcepts

A ONE-DAY PRACTICAL WORKSHOP

Time management for *technical managers*

Optimising operations under pressure.

A gantry fails at the worst possible moment and the whole day's maintenance schedule collapses. This workshop gives technical managers the tools to plan for exactly that — protecting the planned work while absorbing the unplanned.

1 day
0900 to 1700

16
tools across four phases

8
methods practised on your own work

1
personal action plan

FORMAT
In-house, contextualised to your operation

LED BY
Shareef Jaffar

GROUP SIZE
Up to 20 technical managers and supervisors



01 The shared reality

Technical managers do not have a time management problem in the ordinary sense. They have a planned schedule and an unplanned reality, and the second keeps eating the first.

A generic productivity course does not help, because the interruptions are not optional. The emergency call-out is the job. What a technical manager needs is a way to protect planned work while absorbing the unplanned — and the arithmetic to prove the plan was never realistic in the first place.

THE WORKSHOP GOAL

To equip participants with practical time management principles, strategies and tools to manage their planned tasks, respond to urgent demands and reduce work-related stress — improving both personal productivity and customer satisfaction.

WHAT PARTICIPANTS BRING INTO THE ROOM

- Managing manpower shortages across project, service and software teams
- Handling delays from external factors — contractors, approvals and end-of-life products
- Balancing planned projects against sudden, short-notice requirements
- Coordination delays, knowledge gaps and uneven workload distribution
- Tight month-end deadlines colliding with emergency call-outs
- Varying technician competency, so the same job takes different time



WHO SHOULD ATTEND

- Project, service and operations managers
- Software and systems support team leads
- Maintenance and field service supervisors
- Procurement and production supervisors
- Engineering team leads carrying delivery deadlines
- Any technical manager accountable for on-time delivery

DELIVERED AS

In-house workshop Contextualised to your operation, using your own delays and call-outs as the material.	**Open seminar** The same programme run for mixed technical teams across organisations.
Two-part series A one-day workshop with a half-day review four weeks later, measuring what changed.	**Team intensive** Extended format that ends with the team's shared coordination protocol.

02 What you will be able to do

Five objectives, each of which is demonstrated in the room rather than described from the front.

01	Identify and audit personal time usage, and name the common time-wasters in a technical operation
02	Prioritise tasks using proven models — the Eisenhower Matrix and ABC Method — adapted for engineering roles
03	Plan daily and weekly schedules that carry both routine maintenance and emergency call-outs
04	Use practical techniques to manage interruptions, distractions and procrastination
05	Build a personal action plan that applies the skills immediately at work

HOW THE DAY RUNS

0900	0945	1045	1100	1300	1400	1515	1615
Time log	Audit	Break	Priorities	Lunch	Planning	Interruptic	Action plan

WHAT YOU TAKE AWAY

- A completed time log and audit of your own working week
- Your prioritised A, B and C task list, with a single A-1
- A blocked weekly schedule carrying both planned work and call-outs
- Three tools selected against your biggest pain point
- A personal action plan with measures attached



03 The four-phase time mastery system

Sixteen tools, sequenced. Assessment before planning, planning before execution, and measurement built in from the start — so the improvement can be proved rather than claimed.

PHASE 1 · ASSESSMENT
Where are we now?

Executive Time Audit Matrix
Time tracked by activity type — strategic, operational, reactive, administrative — with value-add analysis and energy mapping.

Coordination Time Drain Assessment
Communication delay mapping, decision bottlenecks, handoff failure points and the cost of context switching.

Knowledge Gap Time Impact Calculator
Research time per gap, expert interruption frequency, learning curve and knowledge transfer return.

Workload Distribution Heat Map
Capacity utilisation by person, peak demand periods, skill-based load and burnout risk.

PHASE 2 · PLANNING
Where do we want to go?

RICE Priority Matrix
Reach, Impact, Confidence and Effort — with emergency override criteria for safety, legal and contract risk.

Eisenhower Matrix for Coordination
Crisis coordination, preventive planning, routine coordination to delegate, and overhead to eliminate.

Capacity vs Demand Planning
Demand forecasting, skill-based capacity modelling, buffer capacity and cross-training priorities.

Time Investment Portfolio
Strategic 30%, operational 50%, learning 10%, buffer 10% — time allocated like a portfolio.

PHASE 3 · EXECUTION
How do we get there?

Time-Boxing Framework
Five-minute status updates, fifteen-minute problem resolution, thirty-minute planning, two-hour deep work blocks.

Communication Batching System
Four daily communication windows, weekly coordination batches and an emergency bypass protocol.

RAPID Decision Framework
Recommend, Agree, Perform, Input, Decide — single-person accountability to end approval delay.

15-Minute Knowledge Transfer
Expert demonstration, guided practice and immediate capture, without burning out your experts.

PHASE 4 · OPTIMISATION
How do we improve?

Time ROI Calculator
Time invested against time saved and quality gained, with a formula you can take to your director.

Automation Opportunity Assessment
High-frequency task analysis, rule-based decisions and automation return on setup time.

Quality-Speed Integration Model
Front-loaded quality, parallel assurance, error prevention and faster feedback loops.

Team Anti-Fragility Assessment
Single points of failure, cross-training coverage, load balancing and resilience stress testing.

THE RULE THAT MAKES IT WORK
Three tools maximum

Master a few rather than dabble in many. Participants leave having chosen three tools against their own biggest pain point, not sixteen they will never open again.

04 The methods, practised not described

Eight methods, each introduced briefly and then applied to the participant's own week. By mid-afternoon everyone is working on their own schedule, not a case study.

Time log and audit

A full week of real time, categorised: planned work, emergency call-outs, travel, admin, client communication, meetings and interruptions.

ABC Method

A must do, B should do, C nice to do — with the discipline that never lets a B task start while an A task is open.

Eisenhower Matrix

Do, Schedule, Delegate, Delete — applied to the coordination activities that actually fill a technical manager's day.

Time blocking

Turning a to-do list of what into a calendar of when, built around real energy cycles and real interruptions.

Batching against boxing

Boxing limits the time a task may take. Batching groups similar work to cut context switching. Participants learn when each applies.

The buffer system

A gantry will always fail at the worst possible time. The buffer is a planned shock absorber, not an accident.

The ALPEN method

Activities, Length, Plan buffer, Establish priorities, Note success — a daily plan that allocates only 60% of the day.

Pomodoro and 1-3-5

Twenty-five minute focus cycles, and a daily commitment to one big, three medium and five small tasks.

SIX HANDS-ON ACTIVITIES

Create a time log

Participants map a full working week across seven activity categories and total the hours before any technique is introduced.

Brain dump and ABC

Everything from the coming week listed, then graded A, B or C — and the A list ranked A-1, A-2, A-3.

Time blocking worksheet

Tasks estimated honestly, then blocked into a calendar including lunch, email, travel and buffer.

The batching exercise

A fragmented schedule reorganised into batches, so participants see the context-switching cost for themselves.

ALPEN planning

Tomorrow planned to the 60% rule, with the arithmetic that proves whether the plan is realistic.

Coordination failure investigation

A real coordination breakdown mapped: time spent, value added, time wasted and the improvement opportunity.

THE ALPEN GOLDEN RULE

Plan only 60% of your time. The other 40% is the buffer that absorbs the call-out nobody scheduled.



05 Choose your tools, and measure them

The workshop does not end on good intentions. Participants pick their tools against a named pain point and leave with the targets those tools are expected to hit.

TOOL SELECTION — START FROM YOUR BIGGEST PAIN POINT

YOUR PAIN POINT	PRIMARY TOOL	EXPECTED IMPACT
Resource constraints	RICE Priority Matrix	**40% better resource allocation**
Coordination delays	Time-boxing and batching	**50% faster coordination**
Knowledge gaps	15-minute transfer protocol	**60% faster knowledge transfer**
Workload distribution	Workload heat map	**45% more even distribution**
Quality against speed	Quality-speed integration	**35% faster, with better quality**

THE MEASUREMENT DASHBOARD — TARGETS TO TRACK AFTER THE WORKSHOP

INDIVIDUAL

- 40% reduction in non-value-adding time
- 50% faster decision-making
- 25% more uninterrupted focus time
- 60% faster skill acquisition

TEAM

- 50% less coordination overhead
- 70% more successful knowledge transfers
- 30% less workload variance
- 60% faster crisis resolution

ORGANISATIONAL

- 30% faster project completion
- 25% better service ratings
- 20% lower operational cost
- 40% less rework and error

WHAT MAKES IMPLEMENTATION STICK

- Start with assessment — let data drive tool selection, not intuition
- Focus on three tools maximum — master a few rather than dabble in many
- Practise with real scenarios drawn from your own operation
- Measure weekly, not monthly
- Adapt the tools to what works in your context



06 Your trainer



Shareef Jaffar

PBS (Polis) · LLM Corporate Governance · MSc Strategic Planning · MEd · FCIM, FCGI, FMDIS, FInstAM

Shareef has more than 35 years in management and training design across 16 countries, and has run operations himself — as a Superintendent of Police and NS Commander, and as a senior general manager in hospitality and human resource development. He understands a schedule that is destroyed by an emergency at 10am, because he has commanded under those conditions.

He designs every delivery of this workshop around the client's own operation: the real delays, the real call-outs and the real coordination failures, gathered before the day through a short pre-workshop survey.

RELATED WORKSHOPS

Crisis Prevention & Management · Problem Solving Tools · Setting Key Performance Indicators · Developing Effective Collaborative Partnerships · Presentation Skills

TRAINING CREDENTIALS

- Advanced Certificate in Learning and Performance (ACLP), Singapore WSQ
- Certificate in Effective E-Learning Design, University of Oxford
- MA Education (Merit), University of Nottingham
- Certified Assessor, Quality Management Systems

DELIVERED FOR

- Port of Singapore Authority and Singapore Police Force
- PUB and the Singapore Civil Defence Force
- Nokia, Motorola, Shell (Brunei) and Western Digital
- Prudential Assurance and Neptune Orient Lines

BOOK THE WORKSHOP

Plan for the gantry that fails at ten past four.

Run in-house and built around your own operation — your delays, your call-outs, your coordination failures. Tell us the team and the dates.

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