

# STRESS BUSTERS

New ILM research, *The pursuit of happiness: positivity and performance among UK managers*, revealed that managers who are more able to deal with their workload are happier and higher performing. These quick tips will help you stay on top of your to do list



## TIME MANAGEMENT

Swamped with too many tasks? Learn to organise your priorities – an important part of being a manager

### ANALYSE YOUR DUTIES

Prepare a list of the things you do across one working day – from the planned activities down to the smaller, unexpected tasks. Cover everything you do and the time you spend on each activity. Highlight the tasks that seem to stick out – whether that's because they don't contribute to your organisation's mission and goal, they should fall elsewhere, or are simply unnecessary

### IDENTIFY YOUR STRENGTHS AND WEAKNESSES

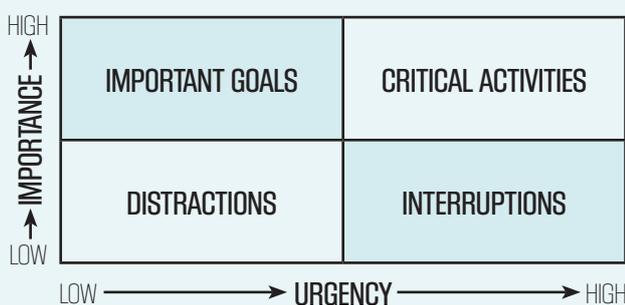
Are you easily distracted from important tasks, or suffer from stress due to overload? Identifying your own personal attitude to coping with your workload can help sort out where your strengths and weaknesses lie, and what you may need to work on most

### PICK YOUR PRIORITIES

Decide what the most important parts of your role are for the organisation – what would be most missed if your department were to disappear? Then list your current high priorities as an organisation. Do the same for your team, and again for yourself

### START PLANNING

Input your important and urgent tasks into a table like the one below – are there any major discrepancies, or areas of overlap? Begin to convert your priorities into achievable goals, focusing first on those that are both important and urgent (appearing in the top right of the graph below), then those that are urgent and not important, important but not urgent, and finally removing those that are neither urgent or important



## MENTAL RESILIENCE

As a manager, you'll have to deal with stress at some level – the stress of managing others, facing change, taking risks and facing criticism. But some stress is a positive – our research showed employees who were somewhat stressed performed more efficiently than those who were not at all stressed

### NOBODY'S PERFECT

Don't try to be perfect – a manager who sometimes makes mistakes is still a good manager. Allow yourself to feel annoyed or angry at times, though never take this out on your staff

### GUARD YOUR TIME

Try not to overbook yourself with meetings and projects – you need a lot of time to manage your own team to reach their potential. Don't be afraid to say no to activities or meetings that would be unproductive or unnecessary

### LISTEN TO YOUR TEAM

Your colleagues can often have helpful advice to ease you out of a stressful situation. Ask for other people's input or advice – you don't have to take it all on yourself

### PREPARE FOR FAILURE

This isn't to say you should expect to fail – but instead, prepare several fallback options to avoid feelings of stress when something falls through. A good manager should always have a plan B in their back pocket

### HAVE CONFIDENCE IN YOURSELF

You're able to deal with anything your role throws at you – that's why you got to where you are in the first place. Remind yourself that you are perfectly capable of facing up to and solving problems

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