Soft skills

Prioritising: Urgent Versus Important

A half day to take back control of an overflowing task list. You learn to tell urgent from important against your objectives, sort your requests with a simple matrix, negotiate a deadline or decline, and protect time for substantive work. The work uses your own task list for the week, brought to the session.

Duration : 0.5 day

Objectives

1. Distinguish urgency from importance against your own objectives and your department's
2. Rank tasks with a prioritisation matrix and decide: do, schedule, delegate or drop
3. Negotiate a deadline or decline a non-priority request with sound arguments
4. Block out time in your calendar for important but non-urgent topics

Programme

Half day

• Why the urgent drives out the important: interruptions, false urgencies, difficulty saying no

• The urgent-important matrix and its four decisions

• Priority criteria: customer impact, safety, compliance, objectives, people waiting for your work

• Saying no or "not now": wording and counter-proposals

• Workshop: sorting your real task list and planning the week, then knowledge test

Teaching methods

• In-session sorting of each participant's real task list

• Case of a maintenance manager approached by three departments on the same morning

• Short practice of the reasoned refusal, in pairs

• Printable prioritisation matrix handed to participants

Assessment and documents

Knowledge test and the weekly plan built in the session. Follow-up evaluation at D+1, numbered certificate verifiable online for each participant, training report for the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

This module can be taken on its own or completed by "Managing Your Time and Energy", which covers calendar organisation, interruptions and the rhythm of the day.

Practical information

Duration	0.5 day
Audience	Managers, executives, technicians, assistants and anyone facing multiple demands
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How does it differ from "Managing Your Time and Energy"?
This module answers the question "what to do first?": sort, decide, decline. "Managing Your Time and Energy", over one day, deals with how you work: calendar, interruptions, meetings, recovery.

Is the module useful for someone who manages no one?
Yes. Assistants, technicians, buyers or account handlers often receive requests from several people; the sorting method and the reasoned refusal are directly useful to them.

What if everything is urgent for my manager?
The session shows how to put a trade-off to your manager: the list of requests, their impact, a proposed order. The module "Managing Contradictory Instructions" goes further into these situations.