

***Time Management and Organizational Strategies  
for Service Coordinators***

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**Service Coordination Essentials**

- [DEC/ITCA Joint Position Statement on Service Coordination in EI](#)
- [Knowledge and Skills for Service Coordinators \(KSSC\)](#)
- [Knowledge and Skills for Service Coordinators \(KSSC\) Infographic](#)
- [Knowledge and Skills for Service Coordinators \(KSSC\) Self-Assessment Tool](#)

**Steven Covey's Time Management Matrix (Eisenhower Matrix)**

- 5 min video overview of 4 quadrants: <https://www.youtube.com/watch?v=9XL2oRoAii8>
- Handout which explains the 4 quadrants: <https://www.bishophouse.com/wp-content/uploads/2013/02/Effective-Personal-Management-with-Covey-The-4-Quads.pdf>
- [Time Management Matrix Activity](#) (Fill out your own matrix with your to do list!)

**Additional Time Management Methods to Explore (If desired)**

- Multiply your time: <https://www.youtube.com/watch?v=y2X7c9TUQJ8>
- The Ivy Lee Method: [https://www.youtube.com/watch?v=NYsYD1c\\_HVA&t=160sey](https://www.youtube.com/watch?v=NYsYD1c_HVA&t=160sey)
- Getting Things Done (GTD) David Allen: <https://www.youtube.com/watch?v=Ij5Wm5Vb9yQ>

**Balancing Projects and Multiple Priorities**

- Organizational Tips for Service Coordinators: <https://eitp.education.illinois.edu/Files/Resources/SCBalanceProjects.pdf>
- Bite-size online courses with tips for managing time and staying organized: <https://blogs.illinois.edu/view/6150/538076#Balance>

**Balancing Projects and Multiple Priorities**

- **Handout: Organizational Tips for Service Coordinators** including using multiple lists, prioritization, 3 minute rule, email & phone control, calendar control, taking a time out, when on the road & when working remotely: <https://eitp.education.illinois.edu/Files/Resources/SCBalanceProjects.pdf>
- **Service Coordination Resource Modules** (<https://blogs.illinois.edu/view/6150/538076#Balance>) free, open access, short online modules filled with time management and organizational tips including:
  - *Let's Get Organized* - includes routine activities service coordinators engage in as they organize and balance projects and multiple priorities
  - *Favorite Organizational Tips* - includes favorite organizational tips for juggling priorities and multiple tasks that have been gathered from service coordinators over the years.
  - *Prioritizing and Organizing Time Sensitive Activities* - includes tips and strategies for prioritizing and organizing time-sensitive activities

- *Setting Boundaries and Expectations* - includes ways service coordinators can set boundaries and expectations for themselves and the teams they work with so they are able to effectively manage all the tasks they complete on any given day, week or month
- *Maximizing Productivity* - includes ways service coordinators can maximize their productivity as they manage all their responsibilities and monitor the IFSP's
- *Taking Care of You* - includes ways service coordinators can take care of themselves as they balance multiple projects and priorities

## Scheduling/Calendar Management

- Time Blocking
  - <https://www.youtube.com/watch?v=tIGKOMCz5hw> (13 minute video)
  - The Complete Guide to Time Blocking (<https://todoist.com/productivity-methods/time-blocking>)
- Time Boxing
  - The Complete Guide to Timeboxing, The Secret Behind Effective Time Management (<https://alignthoughts.com/timeboxing/>)
  - Timeboxing: 12 Tips to Supercharge Your Productivity (14 minute video)
  - <https://www.youtube.com/watch?v=6pTjSqWYcDA>
- White Space/Strategic Pause (Juliet Funt: <https://www.julietfunt.com/>)
  - White Space Slices (LinkedIn Post): <https://www.linkedin.com/pulse/white-space-slicesgetting-most-from-between-meeting-time-juliet-funt>
  - Juliet Funt on How to Add White Space into Your Life (41 minute interview): <https://www.youtube.com/watch?v=0V8uWMWaW1c>

## Task Management

- Pomodoro Technique
  - Objectives & Core Process (including 2 minute overview video): <https://francescocirillo.com/pages/pomodoro-technique>
  - Pomodoro Technique - How to Get More Done: (6 minute video with additional tips for managing distractions and when to use the technique) <https://www.youtube.com/watch?v=mNBmG24djoY>
- White Space, Strategic Pause, Email Control and the Yellow List (Juliet Funt)
  - Yellow List overview (2 minute video): <https://globalleadership.org/videos/leading-yourself/attack-email-clutter-using-the-yellow-list>
  - EntreLeadership - Thriving in the Age of Overload - (45 minute interview with Juliet Funt which covers many of the concepts in her book "A Minute to Think"): [https://www.youtube.com/watch?v=p-Ga\\_-ZO\\_uc](https://www.youtube.com/watch?v=p-Ga_-ZO_uc)
- Focus Funnel - Eliminate? Automate? Delegate? Procrastinate? Concentrate? (Rory Vaden)
  - Ted Talk (18 min video): <https://www.roryvaden.com/blog-posts/rory-vaden-ted-talk>
  - Focus Funnel Checkpoint Question (job aid): <https://globalleadership.org/wp-content/uploads/2020/08/GLS20-Rory-Vaden-Focus-Funnel-Flyer.pdf>
- Ultradian Rhythm
  - How Pomodoro & Ultradian Rhythms Boost Productivity (5 minute video): <https://youtu.be/SZES9rwPZC0>
  - Ultradian Rhythms: How to Achieve Peak Productivity (article): <https://www.kosmotime.com/ultradian-rhythm/>

- Use the Science of Ultradian Rhythms To Boost Productivity, Energy, and Willpower (article): <https://www.bluezones.com/2020/06/how-taking-breaks-can-increase-productivity-boost-energy-levels-and-help-you-show-up-in-your-life/>
- Ultradian Rhythm: How to Avoid Burnout and Boost Productivity (article): <https://dansilvestre.com/ultradian-rhythm/>

**Activities** (downloadable pdfs also linked with archived recording on the [DEC SC CoP web-page](#))

- Ultradian Rhythm Break Activities: <https://tinyurl.com/URBreakActivities>
- Weekly Journal: <https://tinyurl.com/WeeklyURJournal>

### Self Care Tools/Resources

- Taking Care of YOU (resource page with tips for self-care and managing your environment): [https://blogs.illinois.edu/view/6039/114592#a\\_toc13](https://blogs.illinois.edu/view/6039/114592#a_toc13)
- Burnout and How to Complete the Stress Cycle (Podcast): <https://brenebrown.com/podcast/brene-with-emily-and-amelia-nagoski-on-burnout-and-how-to-complete-the-stress-cycle/>
- Calm the Chaos (resources from an event titled “Calm the Chaos”): <https://eitp.education.illinois.edu/Files/Webinars/CalmChaosResources.pdf>
- 10 Steps to Achieving Work-Life Balance: <https://youtu.be/38smQvEyscQ>
- 10 Habits to Follow for a Better Work-Life Balance: <https://youtu.be/teE-xVO-ljw>
- How to Have a Good Work-Life Balance (Hint: It’s Not Just About Time) by Allaya Cooks-Campbell: <https://www.betterup.com/blog/how-to-have-good-work-life-balance>

### Additional Resources

- Communication
  - Communication Tools (including sample outgoing voicemail examples and memos to alert teams about what is needed for upcoming meetings): [https://blogs.illinois.edu/view/6039/114592#a\\_toc5](https://blogs.illinois.edu/view/6039/114592#a_toc5)
  - Communication Logs (free templates that can help log/track communication with families and/or providers until you have time to document thoroughly in your casenotes): <https://www.101planners.com/communication-log/>
- Email
  - Too Many Emails? Use these proven techniques- Leila Gharani: [https://youtu.be/5M2Kq\\_5V24A](https://youtu.be/5M2Kq_5V24A)
  - 10 Ways to Manage Your Email Inbox-According to People Who Get 100+ Emails a Day by Mary Squillace: <https://www.themuse.com/advice/managing-inbox-tips-real-people-get-hundreds-emails>
  - 12 Smart Habits to Help You Manage Your Email Inbox for Good by Rachel Sylvester and Real Simple Editors: <https://www.realsimple.com/work-life/life-strategies/time-management/email-management-tips>
- Organization
  - Tickler File: <https://blogs.illinois.edu/files/6039/114592/4626.pdf>
  - Service Coordination Checklists (including templates for daily, weekly, monthly activities): [https://blogs.illinois.edu/view/6039/114592#a\\_toc4](https://blogs.illinois.edu/view/6039/114592#a_toc4)

**Recommended Readings** (found on Good Reads: <https://www.goodreads.com/>)

- [7 Habits of Highly Effective People - Steven Covey](#)
- [A Minute To Think - Juliet Funt](#)

- [Atomic Habits - James Clear](#)
- [Deep Work - Cal Newport](#)
- [Getting Things Done - David Allen](#)
- [The Healthy Deviant: A Rule Breaker's Guide to Being Healthy in an Unhealthy World](#)

**Service Coordination Communities (Get connected!)**

- [DEC Service Coordination Community of Practice](#) (DEC members and non members welcome as long as they share a common interest in service coordination)
- [National SC Leaders Group](#) (for those who lead/train/prepare service coordinators)