

QUESTIONNAIRE - INITIAL EVALUATION.

1) Based on your own opinion and experience, what do you think time management is and what does it involve?

- Managing your time as efficiently as possible
- prioritising things to do the most important first.

2) How is time management helping you in your day to day?

- Enables me to do important requests first + avoid escalations + increase Cust. Satisfaction.
- Manage queries, so all are worked on in order of priority, for that day.

3) How could efficient time management help you in your day to day?

- Reduce stress
- Avoid escalations
- Manage others expectations

4) Based on your previous answer, define a personal objective for these workshops

- Ensure using my time as efficiently as possible
- Learn tips to help works faster / smarter.

5) How could effective time management help your colleagues in their day to day?

- Learn how to prioritise disputes / escalations / urgent requests.
- Highlight how to manage time / set-time aside for specific tasks that we don't usually have time for

6) Based on your previous answer, define a group objective for these workshops

- Outline a general guideline of how to manage your day. e.g. disputes, escalations, activities first + followed up on open requests after.
- Set time on certain days to manage more diff. requests / queries.

QUESTIONNAIRE – FINAL EVALUATION

1. After all the research and analysis carried out throughout these workshops, ¿How would you define time management and what does it involve?

Time management is arranging your time efficiently to ensure you reach your objectives.

2. Which new strategies have you learnt that could help you in your day to day? Which ones will you try?

- Setting objectives for each day + try to reach all if not add them to obj. for next day.
- Making time for other projects / training / personal development in your week.

3. Have you managed to achieve the objective you set for yourself in the beginning of these workshops?

Yes by reflecting on daily routine + sharing ideas with colleagues

4. Do you think that the strategies we have selected will help your colleagues? If that's the case please confirm the objectives that will help them achieve,

- Yes. I think taking time to reflect on what your objectives are is vital + the only way we will feel we have a goal to achieve + set out a plan on how to achieve it.
- Also the tips / best practises will help everyone to work better on day to day actions.

5. Do you think we have accomplished the group objective you considered in the beginning of these workshops?

Yes. - I think we have gathered good tips + ideas that will be useful for everyone. + also learned time management is more than just managing tickets but also highlighting need for personal development + setting time for this.