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Skills Alliance.

ESSA Learning material

DEVELOPER (EQF 6)

PLO 8 - Soft competences:

LEARNING UNIT (LU): 8.2 Get trained and informed

TOPIC:

Manage your time and priorities – Exercises booklet

essai



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Disclaimer

This learning material has been developed under the Erasmus+ project ESSA (European Software Skills Alliance) which aims to skill, upskill, and reskill individuals into high-demand software roles across the EU.

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About ESSA

The European Software Skills Alliance (ESSA) is a four-year transnational project funded under the EU's Erasmus+ programme. It ensures the skills needs of the rapidly evolving Software sector can be met — today and tomorrow.

ESSA provides current and future software professionals, learning providers and organisations with software needs with the educational and training instruments they need to meet the demand for software skills in Europe.

ESSA will develop a European Software Skills Strategy and learning programmes for Europe. It will address skill mismatches and shortages by analysing the sector in depth and delivering future-proof curricula and mobility solutions; tailored to the European software sector's reality and needs.

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The ESSA consortium is led by DIGITALEUROPE. It is composed of academic and non-academic partners from the education, training, and software sectors.

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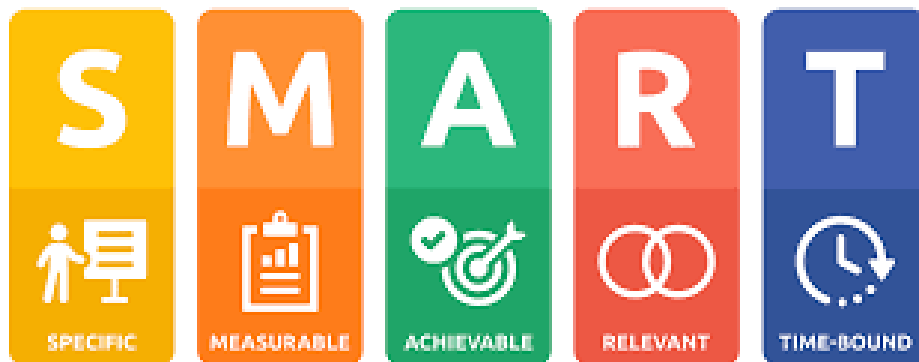
Introduction

Welcome to this module. In this module, you will learn how creativity can be used as a tool for professional efficiency. This is the exercise booklet. There is also a trainee booklet.

Objective

At the end of this module, you will be able to:

- Understand the key concepts of creative thinking
- Identify your own creative levers
- Acquire reference tools and working methods
- Build your action plan



Rules and organisation of the group

- Respect the start and end time of the training
- Respect of the defined schedules for the morning, lunch and afternoon breaks
- Should we address each other informally
- For Visio training; Turn on the camera, mute the microphone and trigger the appropriate emoticon when you want to speak
- Don't cut off when someone is speaking
- Remain benevolent and non-judgmental.
- Apply the principle of confidentiality
- Right to experiment and make mistakes
- Say "stop" to an exercise you don't want to do
- Notify in case of absence
- Wait for breaks to make calls

EXERCISE 1: Self diagnosis of your daily time management

Below you'll find a questionnaire that reviews several concrete situations in which you may find yourself on a daily basis. For each situation, you are asked to choose from 4 answers a, b, c, or d.

Check the answer that is usually closest to your personal profile or that is the least different from it. Respond quickly and spontaneously, by dismissing exceptional cases from your thinking.

1. Can you explain precisely to a colleague the different tasks you are working on? Do you need him/her to do this?

- a) - Yes
- b) - more or less precisely
- c) - I do it at the cost of a great mental effort
- d) - I prefer to do it myself, it goes faster

2. You didn't finish a job on time... How do you react?

- a) - it affects you and you worry
- b) - you find an alternative
- c) - You scramble to finish at all costs
- d) - It's not your fault, too bad

3. Are you one of those who:

- a) - do their mail as they go without any problem
- b) - keep their mail waiting and then get rid of it in one fell swoop
- c) - need a lot of time to update their mail
- d) - don't like to write

4. You're immersed in a file when the phone rings and a colleague arrives at the same time for something urgent... How do you deal with this type of situation... stressful"?

- a) - You triage emergencies and deal with them in order of importance
- b) - you try to do everything at once, with more or less efficiency
- c) - you feel uncomfortable and overwhelmed
- d) - you had taken care to "flip" the phone

5. You gave an order that was not followed...

- a) You learn from it and you intervene with the culprits so that it doesn't happen again
- b) You get carried away and the discussion escalates
- c) Each time you make up for the damage yourself so that the work does not suffer
- d) You check the reasons why the order was not followed and you assess the degree of seriousness of the consequences to better decide on the corrective action to be taken

6. You need to find a stapler (or any other small object) in your drawers

- a) You always store it in the same place
- b) You end up finding it after careful consideration
- c) You're desperately rummaging around
- d) You borrow the colleague's

7. You've just had a very active day at work. Try to do it mentally the summary (in less than a minute). What happens ...?

- a) - you don't have any difficulty
- b) - It's quite difficult but achievable
- c) - you prefer to give up
- d) - you just have to look at your day plan where everything is written down in detail

8. You need to write a report. How do you do it?

- a) - you improvise as you go along
- b) - You have the plan in mind before you start

- c) - you elaborate by writing it down
- d) - you gather the elements; You stop the plan. You make a first draft and you take it again the next day

9. Are you one of those people who immediately notices the detail that is wrong?

- (a) - no
- b) - Yes
- (c) - sometimes
- (d)- only if it is of importance

10. Before you go on holiday, you must delegate some of your powers to a colleague:

- a) - Everything is organized, you explain briefly
- b) - you summarize the whole thing with a minimum of effort
- c) - you find it difficult to summarize all the activities
- d) - You are unsure about which priorities to delegate

11. Your office is rather

- a) - tidy
- b) - arranged in your own order
- c) - cluttered with waiting batteries
- d) - invaded by messages and notes from those around you

12. You tend to ...

- a) - to give equal importance to all details
- b) - to take into account the details from time to time
- (c) - to regard the details as secondary
- d) - to check which details are useful to take into account

13. You have a task to complete that requires a number of tools:

- a) - You gather all the tools you will need from the beginning of the work
- b) - you notice, often in progress that you've forgotten different things
- c) - You prefer to take out your tools as and when you need them
- d) - you ask a colleague or your secretary to bring them to you

14. Every morning:

- a) - You are on time at the office without any problem
- b) - You're in a race against time
- c) - You're about on schedule
- d) - You arrive a little earlier for more comfort

15. Rather, you would have as a principle:

- a) - Organize carefully before, act afterwards by respecting your plan as best as possible
- b) - to organize beforehand and to act differently
- c) - Organize during as you feel according to the inspiration of the moment
- d) - to organize yourself beforehand at the very least, just the bare necessities

16. If you need to work collaboratively with someone

- a) - you do it at the cost of an effort
- b) - you like it
- c) - You have no problem with that
- d) - it depends on the person

17. You are discussing an important task to be set in motion that falls within your remit. Are you able to mentally organize the different stages of the action?

- a) - Yes, easily
- b) - more or less easily
- c) - No, it's not obvious
- d) - You always need to ask follow-up questions

18. You need to scan a large folder. How do you do it?

- a) - you first divide it into several themes
- b) - you quickly synthesize all the elements
- c) - you summarize the various important parts and leave out the secondary aspects
- d) - large folders are not the ones you prefer

19. What do you think of the solution... agenda"?

- (a) - it is essential for good organization; You have one permanently on you
- b) - you're doing just fine without
- c) - you have one but you are not satisfied with it
- d) - you have one but you are misusing it

20. You've made an appointment with a client (or the equivalent depending on your job)

- a) - you arrive on time having prepared for the interview and provided with the documents or samples needed
- b) - You are on time but you have not prepared for the interview
- c) - you are on time but you have forgotten the documentation
- d) - you're running late and you start the interview annoyed

21. You've made an appointment with a colleague and there's an emergency

- a) - you cancel it at the last moment by clearly explaining the situation
- b) - you keep the appointment because when an appointment is made with anyone, you make it your duty to respect it
- c) - you negotiate the emergency and you manage to postpone the treatment
- d) - you deal with the emergency while feeling like you've had your time stolen

22. You suddenly have some free time ahead of you

- a) - you are disturbed and you don't know what to do exactly
- b) - In these cases, you are catching up on your ranking
- c) - you have a list of secondary things to do under your belt; You consult it and you make one that will last over time
- d) - You take the opportunity to decompress because it's exceptional

23. What is the definition of urgency for you?

- (a) - a serious problem to be dealt with immediately
- b) - a very short deadline to be specified and clarified
- c) - an unforeseen event
- d) - annoyance from others

24. How do you feel about the unforeseen events of everyday life?

- a) - they prevent you from doing what you had planned and force you to postpone repeatedly
- b) - they are due to those who are poorly organized and late in their work
- c) - they are part of normal activity and should be treated like the rest
- d) - they are a source of interruptions and break the efficient rhythm of your work

25. Can you now describe exactly (in less than two minutes) all the tasks you need to complete the day after this internship?

- a) - Yes, it's easy
- b) - it is achievable with a little effort
- c) - It's very difficult
- d) - I don't know yet what this day will be made of

Results

Circle the points in this table that correspond to the choice a, b, c, or d that you have chosen for each case. Then count your total.

QUESTION	a	b	c	d
1	3	2	1	3
2	1	3	2	0
3	3	2	1	0
4	2	1	0	3
5	2	0	1	3
6	3	2	1	0
7	2	1	0	3
8	0	1	2	3
9	0	1	2	3
10	3	2	1	0
11	3	2	1	0
12	0	2	1	3
13	3	1	2	0
14	2	0	1	3
15	3	1	2	0
16	1	2	3	0
17	3	2	0	1
18	2	3	1	0
19	3	0	2	1
20	3	1	2	0
21	3	1	2	0
22	0	2	3	1
23	2	3	1	0
24	1	0	3	2
25	3	2	1	0

If you scored more than 68 points:

For you, organization is not a problem. You know how to order things and you move your work forward smoothly and efficiently. As a good organizer, you know how to operate strategically while taking care of the sensitivities of those around you while remaining in control of your priorities.

If you scored between 55 and 68 points:

You can spend a lot of time and energy organizing a perfect schedule before you make it. And when it comes time to direct, you don't miss a single detail. Rigor and precision could be your motto. You want it to "roll", but sometimes others have a hard time following you because if you act a lot, you don't explain enough. You should be more explicit and allow others to follow the flow of operations. Remember to give more instructions, explain your method and goals...

You will see that your organizational skills, which are already very satisfying, will be all the more effective

If you scored between 40 and 54 points:

You strive to proceed with organization and method. You check all the details, you can even be very demanding with your employees or loved ones. Sometimes you are a bit fussy. But this high precision can play tricks on you, because you sometimes spend a lot of time on things that don't require as much. You should always ask yourself, when it comes to organization, if you've looked at the whole job from the right angle, and if you're overdoing it. Relax a little, a more relaxed and smiling organization will be all the more effective. You need to improve your relationship with those around you to find better compromises between your priorities and their requests.

If you scored 28 to 39 points:

Your organizational skills are very personal. It's all good as long as you can act exactly the way you want to. But you're working too much alone. If you are accountable to others or work as a team, your organization suffers. It's probably because you're acting too fast, without thinking things through. Action, lots of action... You should pay more attention to external data. Use your logical mind as well as your psychological sense to organize your work. This will give you better results.

If you scored less than 28 points:

It is not the sense of organization that characterizes you. You're used to deciding things as events happen. You act under inspiration. And, as a result, you can't stand the constraints very well. You act as you please, even if sometimes you are forced to admit that your work is at the mercy of the clutter. Be careful, this can play tricks on you, especially when you work in a team or under someone's orders. Adapt better to situations, and above all, pay more attention to established rules. Perfect your working methods (tools, techniques, practical reflexes). Make a little more effort to stop your sloppiness. Improve the way you communicate with those around you

EXERCISE 2: Efficiency test

Evaluate your effectiveness

Do this efficiency test by timing yourself

1. You have two minutes to answer the questions on this test.
2. List everything before you start.
3. Put your name in the right-hand corner, at the top of the sheet.
4. Do the operation $6 \times 17 = \dots$
5. Sign your name in the left-hand corner at the bottom of the sheet.
6. Make three crosses at the top left
7. Circle these three crosses in a single circle
8. Multiply $7 \times 13 = \dots$
9. Circle this result
10. Strike out the word "right" from the inscription 3.
11. Underline the word "left" in inscription 5.
12. When you get there, say your name out loud.
13. Circle your signature.
14. At the bottom right, make a circle as well.
15. When you get there, say, "I'm following the instructions."
16. Surround your name with a rectangle.
17. Say aloud, "I'm at registration 17."
18. At the bottom right, make a triangle in the circle.
19. Circle the number 9 with the inscription n°9.
20. Divide 36 by 12 =...
21. Announce, "I'm the one who follows the instructions best."
22. Follow only instructions 2,3,22 and 23.
23. As soon as you're done, turn the sheet over and write down the time you put on the back.

EXERCISE 3: Are you a monochronous or a polychronous person?

Twelve situations to help you understand your perception of time:

1. You and punctuality

A. At an appointment, I'm punctual and I like it when others are also.

B. Being on time doesn't have to be an obsession. You can allow yourself a margin of freedom of about ten or fifteen minutes. I can easily accept that someone can arrive late.

2. Private life - professional life

A. Interference or interference in the private lives of others should be avoided in the course of work.

B. When someone has serious personal problems, it's important that they can talk about them in a professional setting. This can help unblock a situation.

3. Your vision for the future

A. Making long-term personal plans is pointless. It's hard to realistic. So many things can happen...

B. You have to have goals in life and long-term projects because they allow you to achieve what you want and where you want to go.

4. In a queue...

A. A crowd without strict order doesn't bother me. It feels like life.

B. In a queue, I like order. Each to his own.

5. Managing your files

A. Everything in its own time. I only do one thing at a time for the sake of efficiency.

B. I like to be involved in multiple situations or events at once. I like to work on several files at the same time.

6. Your schedule

A. I like to set a deadline for important tasks. Keeping your commitments, being methodical... This is very important.

B. There are too many uncertainties. You have to know how to deal with the unexpected. Also, I avoid imposing an overly strict working method on myself. A certain amount of creation and freedom is

necessary.

7. Group work

A. Being together in the same place allows you to exchange ideas and have a group life. This is an efficient way of working and one that I am looking for.

B. All in all, I prefer well-compartmentalized work. Everyone works on their own first and then we get together. I don't like to disturb and interrupt other people's work. Besides, I don't like being interrupted at all.

8. The length of a discussion

A. Once the essentials are said, stick to the set schedule and move on to the next person or task. We don't have the right to encroach on other people's time.

B. I will let a discussion go on if I like it. Even if there are things to do elsewhere. I'm not going to interrupt a pleasant interview to stick to a set schedule.

9. Follow a plan

A. You have to adapt and accept any changes that come your way. Even those who intervene at the last minute.

B. A plan, once established, must be firmly followed.
in my remarks. I go back, remember something to say and then explain it.

10. Your Office

A. I am relatively uncomfortable when I enter an office with scattered files and documents.

B. I never immediately put away the files or work I am doing. As a result, my office is often cluttered with documents.

11. Village or town?

A. I like village life. Everyone knows each other, dialogues. I would like to live there.

B. I find a certain charm in big cities. They seem impersonal, but in reality, there is so much to see and to experience.

12. Your Presentations

A. I appreciate the well-structured, well-thought-out presentations that can be heard. On the contrary, I am exasperated as soon as a speaker or interlocutor uses too many examples or pretends to return to a theme raised.

B. When I give a presentation or a conference to a small audience, I often find myself "jumping from to donkey" in my words. I go back, remember something to say and then explain it.

1. Monchrone: A Polychronous: B
2. Monchrone: B Polychronous: A
3. Monchrone: B Polychronous: A
4. Monchrone: B Polychronous: A
5. Monchrone: A Polychronous: B
6. Monchrone: A Polychronous: B
7. Monchrone: B Polychronous: A
8. Monchrone: B Polychronous: A
9. Monchrone: A Polychronous: B
10. Monchrone: A Polychronous: B
11. Monchrone: A Polychronous: B
12. Monchrone: A Polychronous: B

Interpretation

Characteristics of Monochrones

Monochronous people see time as being divided into fixed elements that can be organized and scheduled. They enjoy planning things, making lists, keeping track of their activities, and managing their time on a daily basis. They usually prefer to do one thing at a time, working on a task until it has been completed.

Multi-tasking is often perceived as very uncomfortable by these people.

Keywords: logic, order, punctuality, productivity.

Characteristics of Polychrones

Polychronous people prefer not to structure their time, they like to change their activity according to choices that are not dictated by the organization. While they, like everyone else, have deadlines to meet, they do it in a way that puts them in control of the business.

Polychronous people don't like to have plans of action imposed on them, nor do they feel the need to establish them. They enjoy multi-tasking work. For a polychromous person, moving from one activity to another is both motivating and productive.

Keywords: multitasking, relationship, alternatives, opportunity.

EXERCISE 4: Time management – Setting priorities

You work as a multi-skilled employee at the home of Dr. Zhivago, a general practitioner based in a district of Molenbeek.

It's 4:30 p.m. and, as usual, before leaving the office, you set up your daily work plan for the next day, before writing down the new tasks to be planned in your electronic diary. It's Monday the 15th of

....

New tasks

1. Archive the records of patients who have not been heard from for 2 years.
2. Order compresses (there are only two boxes left and Dr. Zhivago's consumption averages one box per day)
3. Book a train ticket to Paris for Dr. Zhivago's assistant. She has to go to a convention in 15 days and there is a price reduction on bookings made before tomorrow night.
4. Absorbed in his work, Dr. Zhivago is rather messy. The supplies cabinet looks like a battlefield. It absolutely must be put away.
5. Call Ms. Franssen again and suggest that she make an appointment as soon as possible. At the age of 79, his blood tests indicated a worrying cholesterol level.
6. Contact the municipality's ALE department, Ginette the cleaning technician has found a part-time job. Friday is his last day of work at the firm. A replacement must be hired.
7. Tomorrow, Tuesday from 2:00 p.m. to 4:00 p.m., is a consultation day by appointment.
8. 8 patients are listed in the diary. You have to take out the files and check them before the visit.

Daily work plan

Indicate the priority of the task to be carried out with a cross in the corresponding box, according to the urgency. Add a short comment to justify your choice.

N° task	PRIORITIES Urgent: to be done tomorrow	POSTERIORITES Can be postponed to the day after tomorrow or later this week
1		
2		
3		
4		
5		
6		
7		

EXERCISE 5: Barriers to good time management

In subgroups, list the obstacles to good time management.

EXERCISE 6: Are you a good time manager?

A. First, sketch a portrait of the perfect time manager

- | | |
|---|--|
| <ul style="list-style-type: none"> ➤ Manages and recognizes priorities <ul style="list-style-type: none"> ➤ Ability to delegate ➤ Good communicator ➤ Ability to say no ➤ Knowledge of timelines ➤ Knowing how to negotiate time | <ul style="list-style-type: none"> ➤ Knowing how to plan <ul style="list-style-type: none"> ➤ Be disciplined and rigorous ➤ Manage interruptions (calls, emails, people) ➤ Know how to properly assess the time for tasks Be well organised |
|---|--|

B. Check the score out of 3 that corresponds to your situation 3 = Excellent, 2 = Average, 3 = Poor

STATEMENTS	1	2	3
1. I'm organized			
2. I always finish my action and deal with the new			
3. I know how to say no			
4. I plan my follow-ups efficiently			
5. I plan my emails efficiently			
6. I know how to group tasks of the same nature			

7. I usually work continuously without interrupting			
8. I have good working methods			
9. I block out time for myself in my diary			
10. I am well versed in my telecommunications			
11. I'm good at interruptions			
12. I stick to my energy cycles			
13. I know how to communicate effectively			
14. I'm good at delegating			
15. I avoid procrastinating			
16. I'm good at prioritizing			
17. I'm good at short-, medium- and long-term planning			
TOTAL			

C. Results

41 to 51	You are a very good manager of your time. During this training you will refine your techniques which are already very good
26 to 40	You often feel overwhelmed by tasks. Sometimes you're a bit at the last minute and sometimes you can feel stressed about the amount of things you have to deal with.
25 and under	It's really not right. You feel like you're going around in circles and the stains are piling up like leaves in the fall. This training will be very useful to you

EXERCISE 7: Chronobiology

CHRONOTYPE TEST NO. 1

To get started, answer these yes or no questions:

1. Even the smallest of noises can keep me awake or wake me up.
2. I don't particularly like to eat.
3. I usually wake up just before my alarm goes off.
4. I don't sleep well on a plane, even though I have a mask and earplugs.
5. Fatigue often makes me irritable.
6. I am a perfectionist and care about the smallest details.
7. I was diagnosed as an insomniac.
8. I can't sleep because I'm ruminating on the past or thinking about what's going to happen in the future.

If you answered 'yes' to 5 or more of these questions, then you are a **Dauphin**. You don't need to do the test that follows, you can go directly to the next part to find out more about your biological rhythm.

CHRONOTYPE TEST NO. 2

If you are not a Dauphin, answer the following questions:

1. If you had nothing to do tomorrow, and allowed yourself to sleep as long as you wanted, what time would you wake up naturally?

- a. Before 6:30 a.m. (1 point)
- b. Between 6:30 a.m. and 8:45 a.m. (2 points)
- c. After 8:45 a.m. (3 points)

2. How do you experience jet lag?

- a. Very bad, no matter what (1 point)
- b. You usually get used to it after 48 hours (2 points)
- c. You get used to it very quickly, especially on you go west (3 points)

3. What is your favorite meal of the day (be careful, think in terms of time and not menu)?

- a. Breakfast (1 point)
- b. Lunch (2 points)
- c. Dinner (3 points)

4. If you could choose to do strenuous physical exercise at one time of the day, what would it be?

- a. Before 8 a.m. (1 point)
- b. Between 8 a.m. and 4 p.m. (2 points)
- c. After 4 p.m. (3 points)

5. What time of day are you fittest?

- a. One or two hours after waking up (1 point)
- b. Two to four hours after waking up (2 points)
- c. Four to six hours after waking up (3 points)

6. How would you describe your thought?

- a. Strategic & Analytics (1 point)
- b. Reasonable and balanced (2 points)
- c. Spontaneous and creative (3 points)

7. Do you take naps?

- a. Never (1 point)
- b. Sometimes on weekends (2 points)
- c. Never, you wouldn't sleep at night otherwise (3 points)

8. Which statement is best for your health?

- a. You have a very healthy lifestyle (1 point)
- b. You strive to live a relatively healthy life (2 points)
- c. You find it very difficult to live a healthy life (3 points)

9. What is your philosophy of life?

- a. You are forward-looking, with specific plans and goals (1 point)
- b. You are hopeful about the future, but you strive to learn from the past (2 points)
- c. You live from day to day, focused on the present moment (3 points)

10. When you wake up...

- a. You're fresh as a roach (1 point)
- b. You're a bit groggy/ fatigue and need some time to really wake up (2 points)
- c. You are completely exhausted, unable to open your eyes (3 points)

To find out what your chronotype is, add up your points:

- If you have between 10 and 16 points, you are a **Lion**
- If you have between 17 and 23 points, you are a **Bear**
- If you have between 24 and 30 points, you are a **Wolf**

- **Dolphins** (10% of the population)



The dolphin sleeps very lightly, like the animal, half of whose brain remains awake during the night. As a result, the dolphin wakes up tired with an unfortunate tendency to ruminate. Very sensitive to external stimuli, they often concentrate better alone than in a team or open space.

Introverted, intelligent, anxious, perfectionist, cautious

- **Bears** (50% of the population)

The bear is a bon vivant who loves to sleep, eat and indulge himself. As a result, he is often a little frustrated by working too much, not getting enough sleep or having extra pounds. He is surrounded by a lot of people (because he is sociable!) and adapts without too much difficulty to the environments he encounters.



Outgoing, friendly, sociable, cautious, open-minded

- **Lion** (10-20% of the population)



The lion is a morning beast, which naturally gets up early (even on weekends) and falls asleep at nightfall. Very active and focused in the morning, it loses energy by early afternoon. He cultivates a healthy lifestyle and generally succeeds well in his professional life.

Conscientious, ambitious, optimistic, proactive, decision-maker

- **Wolves** (15-20% of the population)

The wolf is a night owl (and late riser) who lives according to a socially shifted rhythm. It is only at the end of the day that the wolf begins to enjoy excellent form, with increased sociability and creativity. In the morning, he lets the alarm clock ring fifteen times before getting up, eats little and takes time to "emerge".

Pessimistic, emotional, creative, impulsive



EXERCISE 8: My self-assessment

Fill in the table below as honest as possible. This will help you to gain insight in your current time management skills and detect areas of attention. Check the trainee booklet again for topics or areas that need attention and further improve your skills!

ASESSED COMPETENCES	ACQUIRED	NOT ACQUIRED	IN PROGRESS
INTERPERSONAL SKILLS			
Be curious (ask yourself questions continuously, look out of the box)			
Be able to generate new ideas and associations of ideas			
Be persistent, don't get distracted, don't give up at the slightest difficulty, see the project through to the end in all its stages regardless of the changes in direction and their interests			
Be tolerant, accept to follow a process whose outcome you don't know, be active and positive in the development of a project you know nothing about in advance			
Express your opinions, dare to say and share your ideas, don't censor yourself, express yourself in the group			
Integrate and participate in the group, co-creation, collaborative work			

Be empathetic, listen to the other person, let them express their emotions before any response			
Be able to use the creativity process, ability to do or initiate a creative process with others			
KNOW HOW TO			
I know the strategies, actions and tricks of time management			
I am in control of my relationship with time			
I'm aware of the barriers of time management			
I take ownership of the strategies to overcome obstacles			
I know the diseases of the time			
I am familiar with the different laws and principles of time management			
I distinguish between the important and the urgent in my job			

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