

### ASSESSMENT # 9

Total Marks: 30

1. Give answers to the following questions: (18)
  - i. Discuss the relationship between time management and the effective performance of individuals in an organisation.
  - ii. How do managers use appropriate skills to resolve conflicts?
  - iii. What is the importance of problem-solving skills for managers?
  - iv. How does good diary management support effective time management?
  - v. How do you know when you are stressed?
  - vi. Outline the effective measures to control stress.
  
2. "Time management is, in part, a tool for stress reduction." Discuss. (6)

#### Case Study

(6)

Alison is studying 'Management' by distance learning. Her assignment is due on the coming Wednesday; hence, she started it last Friday evening after dinner.

She decided to work in her bedroom. When she began to read the assignment, she discovered that she needed some notes she had left at work. She thought she would therefore begin by reading the textbook, and would get the notes on Monday. After half an hour of reading, one of her friends, Falon, rang. She asked whether she wanted to go and visit some friends. Alison decided to continue working on the assignment on Saturday.

Saturday was very busy. Her friend Mary rang at 10.30 to ask whether Alison would be available to play softball at 2.00 that afternoon. Alison was still in bed, but she agreed to meet the others at 11.00 to do some practice. Her team won their game and they all wanted to celebrate. By the time Alison got home, it was too late to do any studying.

On Sunday she went to church in the morning and visited her aunt and uncle in the afternoon. She didn't remember the assignment until after dinner. She still didn't have her notes, and there were parts of the textbook she found difficult to understand. The assignment was proving to be harder than she thought it would be. She really needed some advice. She phoned her tutor but all she got was a message saying that the tutor would ring back if she left her name and number. Alison began to think that she wouldn't get the assignment finished on time. It needed to be in the tutor's dropbox on Wednesday. She'd have to do some quick work on Monday and Tuesday evenings. It wouldn't be her best work, of course, but that couldn't be

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helped.

On Monday she wakes up after 8.00, having found that she has forgotten to set the alarm clock. Her flatmates have already gone, and there is no time for breakfast. She rushes out of the house and reaches the bus stop just as the bus is disappearing around the corner. She half runs, half walks to work, but it is already 8.45 when she reaches the clinic. She is 15 minutes late.

**Questions**

- i. Identify and list Alison's time management problems.
- ii. List five strategies and explain how Alison might use these to overcome her time management problems.