



Managing up and managing expectations: Scripts

When something isn't your job....

Speak to your manager. You can say something like:

"I have been asked to do XYZ, happy to help but [insert issue here]. Would you like me to keep doing this task, if yes could you help me prioritise existing tasks so I can fit it in".

OR, respond to the person requesting your time:

"I'm finding it hard to do X, and my manager would like me to hand it back to your team – is there someone I can do a handover with to show how I've been getting it done?"

Or:

"I'm sorry, I don't have the capacity to help with that this week – do we need to raise it at the next working group and see if someone else has availability?"



When your workload is overwhelming...

You can say something like:

"I have been feeling overwhelmed by my workload / deadlines / availability. I have tried to prioritise, but it seems that everything is time sensitive and important. I've tried X, Y, Z to manage the load and my time more effectively. Do you have any other suggestions?"

Ask:

- if some projects can be collaborative or the joint responsibility of a few team members.
- if you're able to delegate any tasks or responsibilities to a colleague.
- if other tasks or projects can be put on hold for the time-being.



When it's hard to say no...

To help you start protecting your time, here are some responses that you can take with you and tweak to suit your situation.

- *"Unfortunately I don't have the capacity to help out with this one, Tim -- but let me know if you have any questions about how I've approached similar tasks in the past, and I can fill you in."*
- *"Sorry Samantha, I won't be able to jump in on this one -- but if you look at the document I created last time, that should give you a good starting point!"*



Need a framework for prioritising?

In case you haven't heard of the Eisenhower Matrix, we have included it on the next page for you.

The Eisenhower Matrix a productivity and time management framework that can help you prioritise your tasks by categorising them according to urgency and importance.

The Eisenhower Matrix

Urgent and important

- Tasks to be done right away
- These might be tasks with tight deadlines, or a crisis that needs your attention

Important, but not urgent

- Important tasks, but don't need your immediate attention
- Schedule or work on later

Not important, but urgent

- Tasks that can be delegated
- Need immediate action, but someone else can handle it

Neither important, nor urgent

- If it's here, maybe it can come off your list altogether!