Establishing a Work-Life Balance

MANAGER EXCELLENCE PROGRAM Q2

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MEP TRACK – Q2

Q1 – Foundations For Success

- Leveraging Effective Communication
- Aligning Leadership & Employee Learning Style

Q2 – Thriving In Leadership

- Prioritizing your Workload
- Establishing a Work-Life Balance

Q3 – Managing Employee Performance

- Setting Clear Expectations & Defining Goals
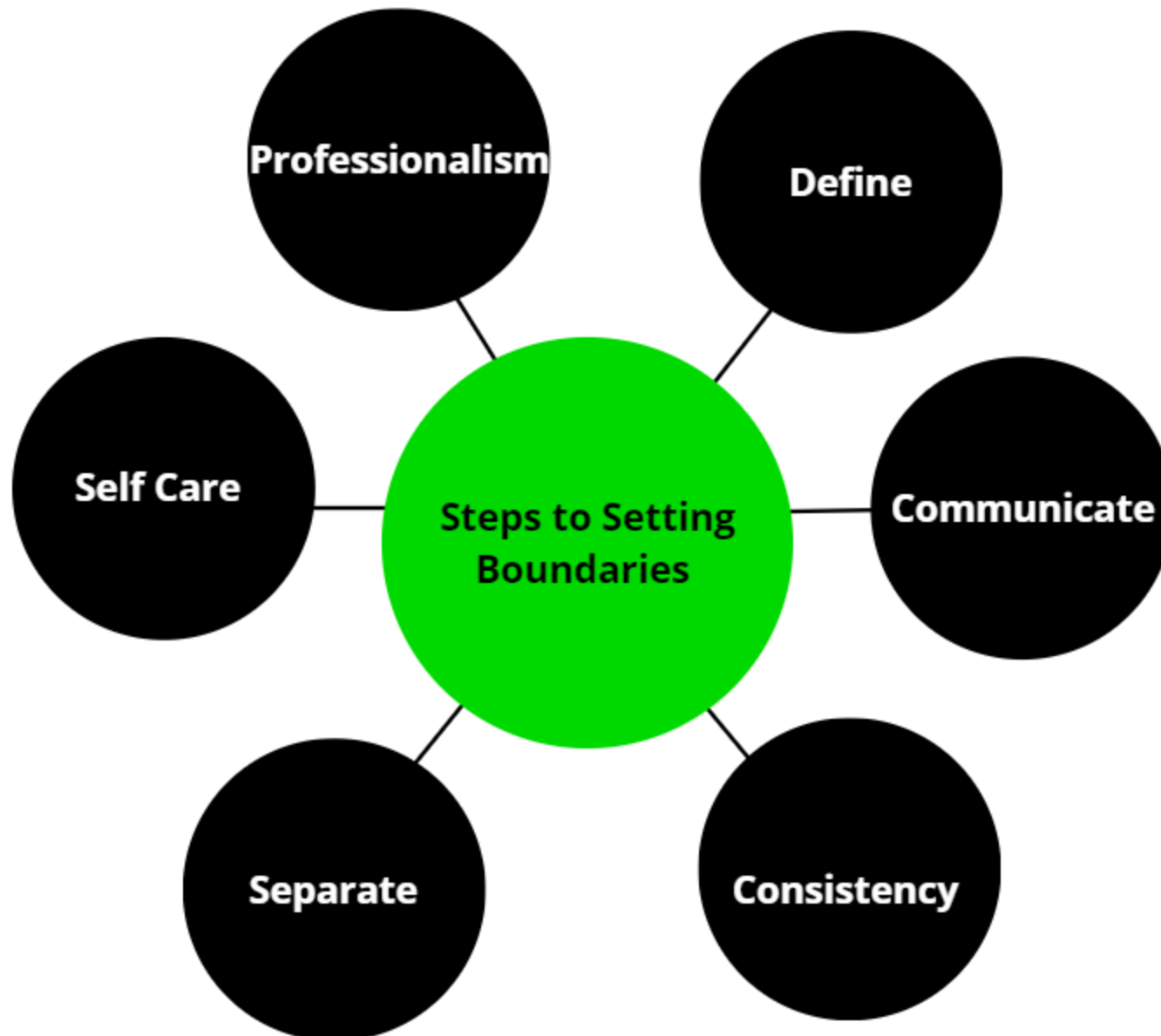- Confronting Performance Issues

Q4 – Elevating Team Performance

- Build a Culture of Excellence
- Retaining Star Employees

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SESSION TAKEAWAYS

- **How to Set Clear Boundaries**

- **Prioritizing Your Self-Care**

- **Reviewing Time Management Techniques**

SETTING CLEAR BOUNDARIES

SETTING CLEAR BOUNDARIES

After- Hours Calls and Request

- Tenants call or text you late at night or on weekends for non-emergency issues.
  - Establish set office/business hours (e.g., 9 AM - 5 PM, Monday-Friday.)
  - Communicate that non-emergency calls/texts outside of business hours will not be answered until the next business day.
  - Provide an emergency hotline number for emergencies like fire, flood, etc.
  - Use an App like Sight Plan.
- What if that boundary is crossed?
  - Do not answer late-night calls/texts for non-emergencies.
  - Send an automated response reminding them of business hours and telling them to contact you during that time.
  - For repeated violations, issue a warning and remind them of the policy.

Emergency Requests

- Tenants using the emergency line, app, or protocol for non-emergencies.
  - Provide tenants with a written list of examples of true emergencies (e.g. fire, flood, gas leak, security breach, lack of heat/AC in extreme weather.)
  - Clearly state that non-emergency issues like clogged drains, noise complaints, or routine maintenance requests do not qualify as emergencies.
- What if that boundary is crossed?
  - Fees or fines
  - Temporary suspension of access to request systems
  - Potential termination of lease for repeated violations

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SETTING CLEAR BOUNDARIES

Why do boundaries matter?

SETTING CLEAR BOUNDARIES

- **Promotes work-life balance.**

- **Contributes to a positive work environment.**

- **Increases productivity.**

- **Prevents burnout.**

BURN OUT

Employees with high burnout levels:

- 55% have lower job satisfaction.
- 56% are more likely to look for another job.

-Workforce.com

SELF-CARE

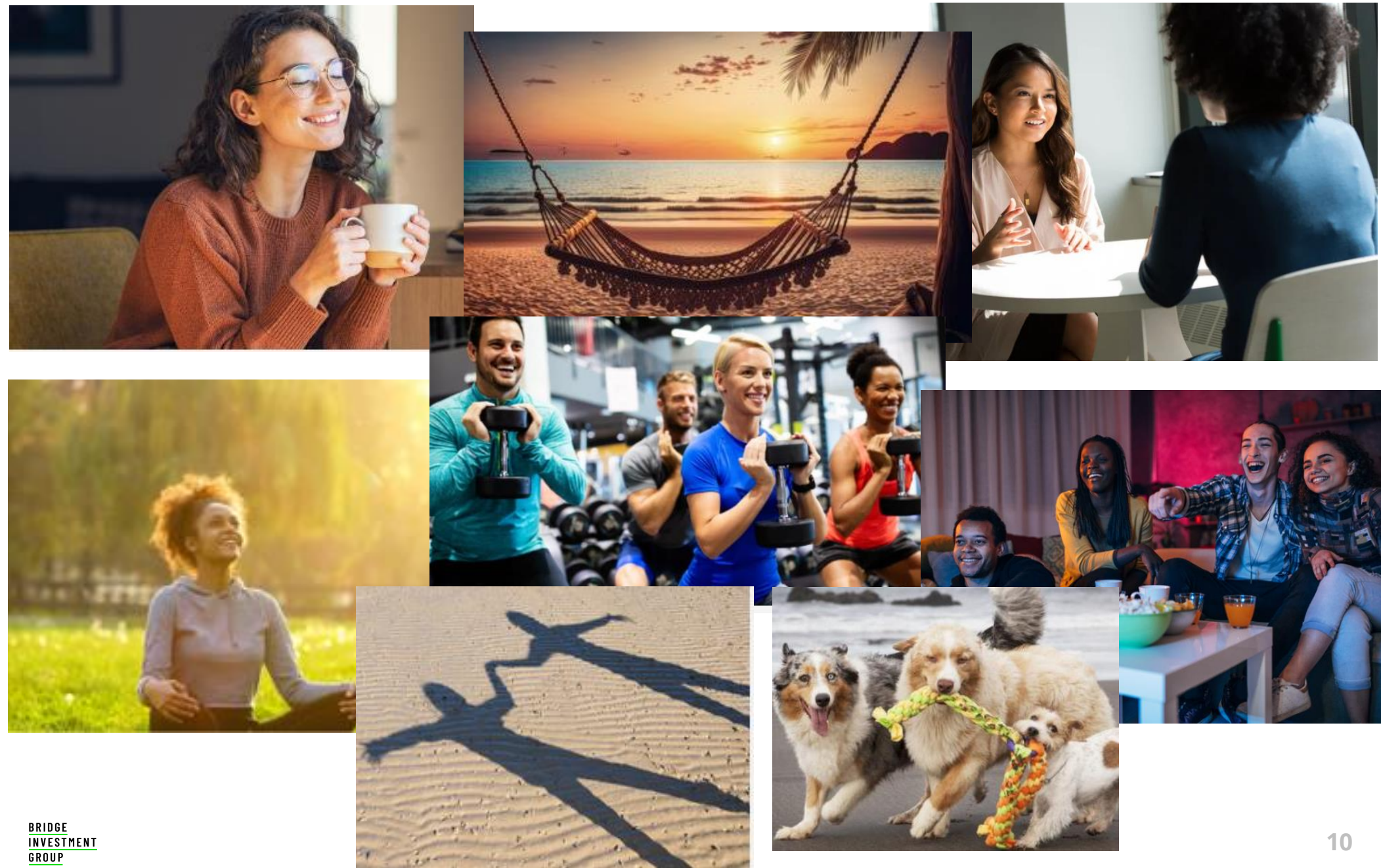*"When you say "yes" to others make sure you are not saying "no" to yourself."*

-Paulo Coehlo

SELF-CARE

"Sometimes self-care is exercising and eating right. Sometimes, it's spending time with loved ones or taking a nap. Sometimes, it's watching an entire series of television in one weekend while you lounge around in your pajamas. Whatever soothes your soul."
- unknown

SELF-CARE

SELF-CARE

"Taking a break can lead to breakthroughs."

-Russel Eric Dobd

SELF-CARE

Taking purposeful breaks from 5-60 minutes to refresh your brain and body increases energy, productivity, and ability to focus.
-Cornell Health

Employees who step away from their desks regularly report 62% better work-life balance, 43% greater ability to manage stress, and 43% more overall satisfaction than their peers.
-Slack Survey

SELF-CARE & TIME MANAGMENT
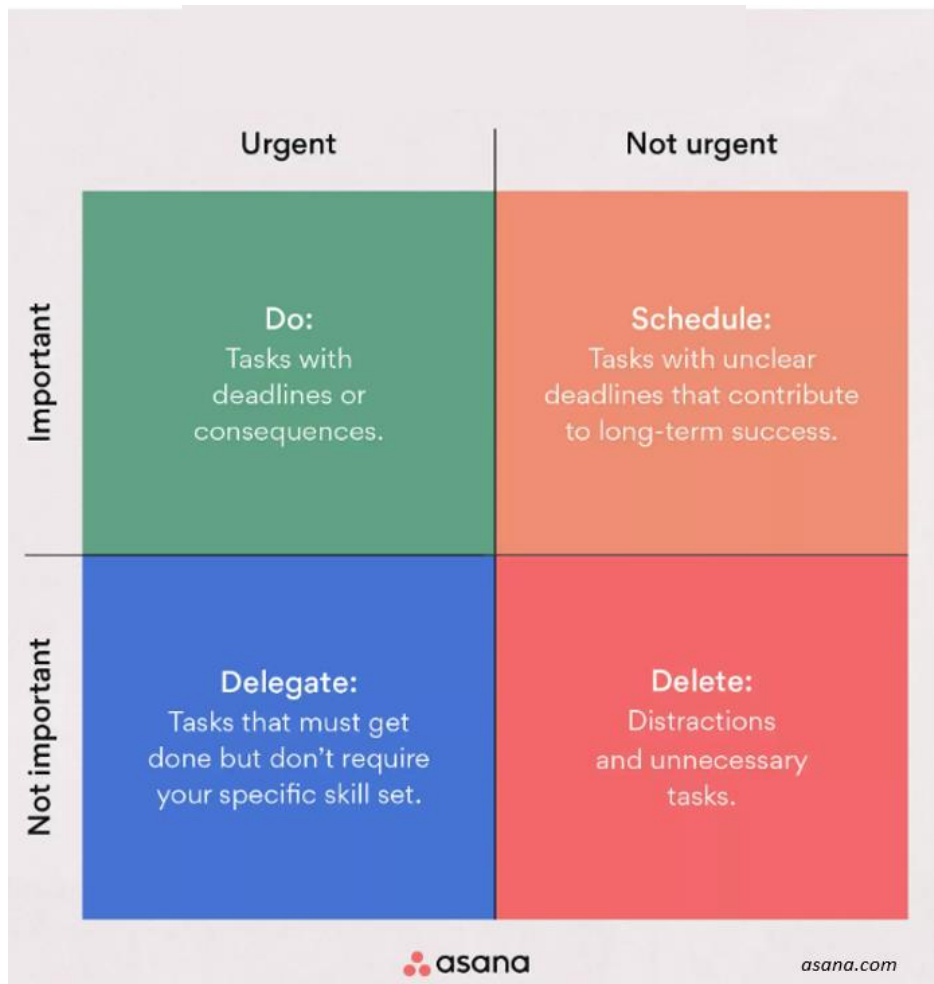
- Make a list of tasks.

- Color code your list.

- Limit tasks to 10 per quadrant.

- Take your list and start completing or delegating tasks based on importance.

DELEGATING

Goals & Objectives (Analytical)

- ❑ Gathering facts
- ❑ Analyzing issues
- ❑ Arguing rationally
- ❑ Forming theories
- ❑ Measuring precisely
- ❑ Problem solving logically
- ❑ Understanding technical elements
- ❑ Working with numbers, statistics, data & precision

Big Picture (Imagintive)

- ❑ Reading the signs of coming change
- ❑ Seeing the "big picture"
- ❑ Recognizing new possibilities
- ❑ Tolerating ambiguity
- ❑ Integrating ideas and concepts
- ❑ Challenging established policies
- ❑ Synthesizing unlike elements into a new whole
- ❑ Inventing innovative solutions to problems

Plans (Sequential)

- ❑ Finding overlooked flaws
- ❑ Approaching problems practically
- ❑ Standing firm on issues
- ❑ Maintain a standard of consistency
- ❑ Reading fine print in documents/contracts
- ❑ Organizing and keeping track of data
- ❑ Developing detailed plans and procedures
- ❑ Articulating plans in an orderly way

Others (Interpersonal)

- ❑ Recognizing interpersonal difficulties
- ❑ Anticipating how others will feel
- ❑ Intuitively understanding how others feel
- ❑ Picking up the non-verbal cues of interpersonal stress
- ❑ Engendering enthusiasm
- ❑ Persuading, conciliating
- ❑ Teaching
- ❑ Sharing

What · Why · How · Who

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