

Appendix A

Strategies for workload challenges

**Start with quick wins and continuously assess workload to prompt ongoing improvement. The reader is invited to consider the issue from three different perspectives: employee, team, and manager.*

Here are points to consider that may spur action:

- Are expectations clear?
- Evaluate current priorities. Decide which to continue, which to put on hold, and which to stop.
 - Establish the difference between important tasks and urgent tasks
- Are priorities clear? Which ones should continue, be eliminated, or put on hold?
- Are deadlines reasonable?
- Are there redundant tasks that can be eliminated?
- Are there distractions or disruptions that can be eliminated?
- Is the work distributed equitably?
- Do employees have some control over assigned tasks? (e.g., decision-making, timelines, permissions, etc.).
- Are the client expectations reasonable?
- Are there opportunities to improve the processes?
- Can peak demand periods be proactively planned?
- Can technology assist to improve communication, tasks, etc.
- Is there a need for equipment or resources to support work effectiveness?
- Can meetings be shortened?
- Consider reviewing email etiquette:
 - Do not reply all
 - Do not send response to accepted meeting
- Consider scheduling uninterrupted times or days to focus on specific work
- Embed workload discussions in annual performance management meetings and review regularly
- Other...

Workload Management: a collaborative conversation

We recommend using the following three key elements to monitor your strategy:

Actions

Follow up Date

Outcome Evaluation