

RECLAIM EFFICIENCY BY MASTERING THE ART OF THE SHORT CALL

When a request is made for “5-minutes of your time,” and you know that the person asking really means closer to 30 minutes, try the following at the beginning of your call -

“Could you help me manage my time on this call? I have another responsibility right on the heels of this one and appreciate your help with minding our time.”

Useful Sidekicks to “Mastering the Short Call”:

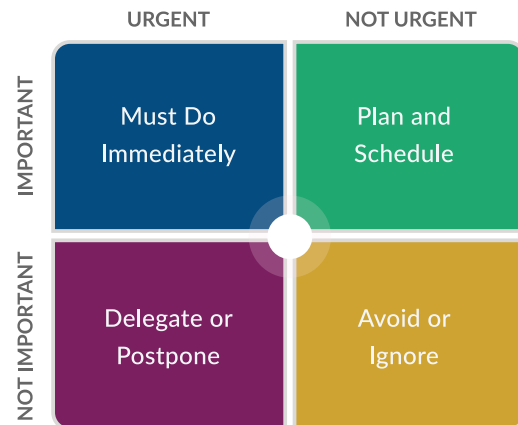
- When the request for a call is messaged, ask the individual to succinctly list the key question/ topic so you can prepare ahead of time. This automatically alerts your colleague that you will be focused on that topic but not necessarily others.
- While listening during the call, stay mindful of the time. If it looks like your colleague is going off-track, shepherd the person back to the main



purpose by saying “We only have a couple of minutes. How can I be most useful to you?”

- Reference the Priority Matrix:

PRIORITY MATRIX



- If your colleague wants to keep talking (and it is **NOT URGENT AND IMPORTANT**), you might say “I appreciate talking with you about this. I do need to move on to my next responsibility so will need to wrap up here. Thanks for your understanding.”
- If your colleague wants to keep talking and **YOU AGREE IT IS URGENT**, you’ll likely want to spend some extra time talking with them or find another slot to appropriately address the concern.

- If, on the other hand, your co-worker wants to keep talking and the question/topic falls in the category of **IMPORTANT BUT NOT URGENT**, you can choose how and when to follow-up, as in -
 - » Message them after the call with useful info to address their concern.
 - » Schedule another call that fits with your calendar.

Asking people to help *mind the time* on your call alerts them to scope their issue accordingly. While it doesn't work for everyone, it can work with many. And remember that according to the PRIORITY MATRIX, something that is IMPORTANT can be planned and scheduled.