

**MAPPING WORKLOADS AND PRODUCTIVITY**

**Instructions:**

1. Map your team’s deliverables, processes and tasks

* Document the **processes and tasks** that are required to achieve all the **deliverables** your section is responsible for
* Note which processes and tasks are working well and which are not (rank 1-5) and **wh**y
* Identify **low value** tasks/processes and **high value** and **high risk** tasks/processes
* Identify opportunities for improving **efficiency** (ability to achieve maximum productivity with minimum wasted effort or expense; working in a well-organised and competent way) and **effectiveness** (the degree to which something is successful in producing a desired result/success) of processes and tasks.

1. Consider and assess any key risks using the **risk matrix** and identify appropriate risk treatments
2. Complete the **meetings template** to help determine where efficiencies can be made
3. Complete the **time tracker** to document work over a one to two week period to capture all work and identify where time is being spent (i.e. on high value or low value tasks)
4. **Map the work of your team**

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| **Key deliverable/ Responsibility** | **Associated processes and tasks** | **Staff involved**  **(Insert initials)** | **Efficiency/ Effectiveness (1 = poor, 5 = excellent)** | **Comment/Why?** | **Value**  **High value (HV)**  **High risk (HR)**  **Low value (LV)** | **Opportunities to improve efficiency and effectiveness (productivity)**  **E.g. add more/reduce resources, remove/combine/streamline/add tasks** |
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1. **Consider and mitigate any risks**

A risk matrix is a simple tool to help assign a risk rating to any identified risk.  The matrix helps you to evaluate the likelihood or probability of something happening weighted against the consequence or impact of that potential event occurring.  The intersection of these two values provides a risk rating (low, moderate, high, extreme).

Using a risk matrix can be a handy way to assess any business or individual risks that arise as a result of supporting increased flexible working arrangements. It can also help confirm what work activities are of high value and guide decisions about what risk treatments/mitigation strategies may be needed to reduce a severe or extreme risk rating to a lower, more acceptable rating.

Examples of risk treatments that may help with flexible work arrangements are staff buddying or role sharing, team access to important files and ensuring staff coverage in the office for agreed core hours.

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| Likelihood | Consequence | | | | |
| Insignificant | Minor | Moderate | Major | Severe |
| Almost certain | Medium | High | High | Extreme | Extreme |
| Likely | Medium | Medium | High | High | Extreme |
| Possible | Low | Medium | Medium | High | Extreme |
| Unlikely | Low | Medium | Medium | Medium | High |
| Rare | Low | Low | Medium | Medium | High |

1. **List all the meetings attended by your team and review to check if you can make meetings more efficient and effective**

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| **Name / Type**  **(eg. Daily, weekly, one-off)** | **Purpose**  **(eg. Provide/Share information, decision-making, consultation)** | **Frequency/Duration** |
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1. **Record what you spend your time on**

Record your activities across several days to get a sense of where your time is spent. In particular, pay close attention to time spent on emails, phone calls, and ad hoc or unplanned engagement with colleagues, clients or stakeholders.

This is your own personal time tracker. It is intended to help you identify where your time is spent and to assist in reflecting on the value of activities that take up your time during the day. There is no expectation that you use this tool to justify your time to others.

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| **Time** | **Activity/Task** | **Comments**  **(value, one-off, ongoing)** |
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