

The Institute of Chartered Accountants of India



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Women & Young Members Excellence Committee

Organises

यशस्विनी - An IDOL-Live Webinar



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BALANCING CLOCK AND CONDUCT: TIME MANAGEMENT & OFFICE ETIQUETTE

Webinar Series 73 17th September, 2025

Session Flow

Time Management Office Etiquette

HOW PEOPLE MANAGE TIME ??

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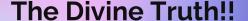
"I always give 110% to my job. 40% on Monday, 30% on Tuesday, 20% on Wednesday, 15% on Thursday, and 5% on Friday."

What Managing Self really is?

Think !!!!!

 What/How is your typical Sunday?

What Managing Self really is?



- Average Human Life 70 YEARS
- · i.e. Totally 25,550 days
- i.e. Totally 52 Sundays per year 3640 Sundays throughout!! (A= 3640)
- Multiply your current age with 52 (B= Your answer)
- Now Calculate difference (A-B) ... how MANY SUNDAYS you are left with..
- ASSUMPTION AGÉ (70 YEARS)
- You don't have many SUNDAYS left in your life.... isn't it??

Time Management

why time matters ???





Time is perishable

The most precious thing

Ultimately the most valuable resource

Time as a commodity

What Managing Self really is?

Start Managing Time before it starts managing you!!

"The clock is ticking, so are we, Working with worth, living with glee."

After all, Sundays are meant to be enjoyed fully.!!

2 types of time

Fast time
absorbed or
enjoying time

Slow Time bored, scared time

Time and stress are related, how?

The more you think about it, the more you get stressed.

If you are thinking you have a lot of time, think again...!!

Are you focusing on the Important..?

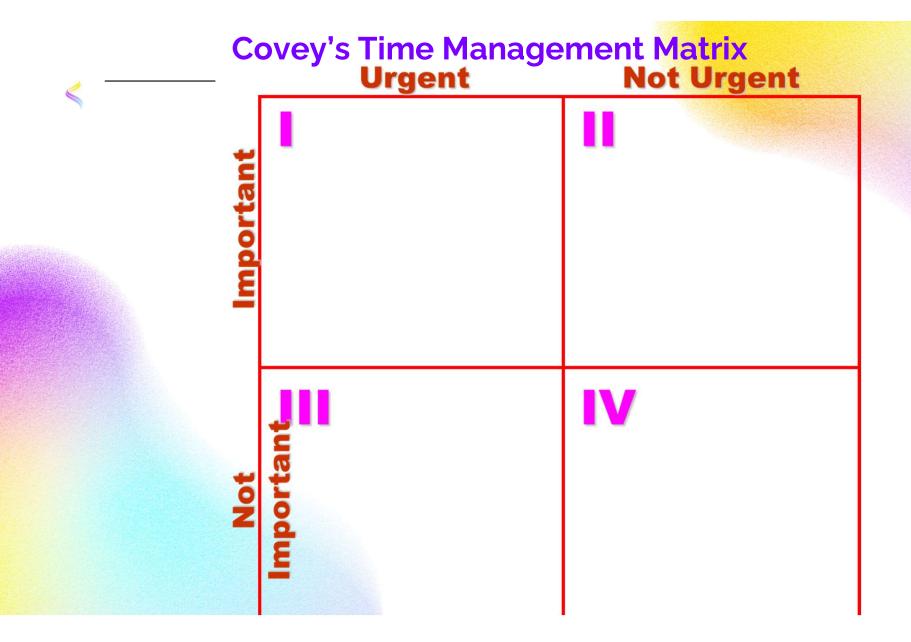
Factors which waste time and causes stress?

- Procrastination No action Now, I will do it tomorrow
- We spend No time to sharpen the axe
- •Guilt Was happened in the past
- •Worry What will happen in the future
- Not able to say "NO"

Who is He??

Stephen Covey, author of famous book "the 7 habits of highly effective people"





Quadrant of Urgency (Firefighting)

- We Need to spend time here
- ·This is where
- -we manage,
- -we produce,
- -we bring our experience and judgment (kick off)
- -we respond to many needs and challenges
- •Many Important activities become Urgent due to Procrastination







	Urgent	Not Urgent
Important	 Crisis Pressing problems Deadline-driven projects, meetings, preparations 	
Not Important		

Quadrant of Quality (Growth Zone)

- ·This is where
- -we do our long-range planning,
- -anticipate and prevent problems,
- -empower others,
- -broaden our minds and increase our skills
- ·Ignoring Quadrant II
- -enlarges Quadrant I,
- -creates stress, burnout, and deeper crisis
- ·Investing in this Quadrant shrinks Quadrant I







	Urgent	Not Urgent
Important		 Preparation Prevention Values clarification Planning Relationship building True re-creation Empowerment
Not Important		



Quadrant of Deception (Deception)

- •The noise of Urgency creates the illusion of Importance.
- This is wherewe are taken for granted
- -difficulty saying "No"
- -we live other people's life
- Actual activities, if they're important at all, are important to someone else
- When you spend time here you are living other people's life







	Urgent	Not Urgent
Important		
Not Important	 Interruptions, some phone calls Some mail, some reports Some meetings Many proximate, pressing matters Many popular activities 	

Quadrant of Waste (Time Wasters)

- •When we are tossed around in QI and Q3 we often "Escape" to Quadrant IV for survival.
- ·Its not recreational things because true recreational is Quadrant II activity.
- Quadrant IV is not survival but deterioration.







	Urgent	Not Urgent
Important		
Not Important		 Trivia, busywork Some phone calls Time wasters "Escape" activities Irrelevant mail Excessive TV



Key Takeaway (Wrap-up)

- Q1 = unavoidable
- Q2 = where growth happens
- Q3 = distractions to reduce
- Q4 = cut down or avoid
- Shift 1 extra hour daily into Q2 → less stress, more success

Failing to Plan is Planning to Fail

SO DO SMART TIME MANAGEMENT

SMART TIME MANAGEMENT



S

Schedule

M

 Make Time for even smallest acts A

Allot Time

R

RationTime

T

Take Time from othersDelegate

Focus on the Result, Not on the Activity



If you want to Swim, Jump in the Water

We keep on thinking and feeling negative about not using our time productively

But we do not make a decision and take Action..!!









Self Paced Activity

Identify which quadrant you are currently in?

Is it the most productive?

Do you find it easy to say 'no'? What are your main challenges?

List one time waster you faced this week, Which quadrant did it belong to?

To Do Approach

"Plan each day and set your pace, Time well used brings lasting grace."



EXCEPTIONAL ETIQUETTE FOR PROFESSIONALS



WHAT IS ETIQUETTE??

"Etiquette is about being comfortable around people and making people comfortable around you"

"Good Manners Will Open Doors That The Best Education Cannot"

- Clarence Thomas



Why Etiquette Matters



- Builds trust & credibility
- Shapes first impressions
- Smoothens workplace interactions
- Knowledge + etiquette = lasting success

Business Card & Introduction



- Introduce with full name & designation
- Give card with respect, receive attentively
- Maintain eye contact, smile, firm handshake





Workplace Basics



- Be punctual
- Dress appropriately
- Respect personal space
- Maintain positivity (no gossip/complaints)

Meeting Etiquette



- Be on time, well-prepared
 - Keep devices on silent
- Listen actively, don't interrupt
 - Speak briefly and clearly

Communication Etiquette



- Emails: clear subject, concise, polite close
- Calls: step out if urgent, no loud ringtones
- Zoom/Online: camera on, mute when not speaking

Cubicle / Workplace Courtesies



- Respect privacy (don't read others' screens)
- Keep noise levels down
- Avoid strong perfumes / smelly food
- Don't spread infections stay home if unwell

Gist of The Session

- Manage your Time → Efficiency
 & Growth
- Mind your Etiquette → Respect & Trust
- Together, they shape your Credibility, Confidence & Career



"Time well managed and conduct well kept — the true foundation of success."

Question & Answer Round



THANK YOU

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