

## INTRODUCTION

In view of the general increased workload and tight resources within the department, there is an increasing need for managers and support staff to better plan and organize in all areas of their work. This document is intended to provide practical suggestions that will be useful on the job in setting priorities, saving time and working together. It is also intended to be a means of communicating effective practices throughout the department - a better way of getting something done in one division may be of interest to another. To this end, we invite you to give us your examples for inclusion in future versions of this guide. Your ideas are welcome.

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