

WORKLOAD AND TIME MANAGEMENT

In General

- Do you have a copy of the *Handbook for Commercial Representatives Abroad* (available through the UNCTAD/GATT International Trade Centre, Geneva)?
- Have you seen a copy of the *Commercial Officer's Handbook* developed by GBTA? Would your commercial officers benefit from it?
- Is the information in the office (circulation of dockets, filing, etc.) being disseminated effectively? Does the information quickly get to who is responsible for the action? Do you see everything (incoming and outgoing)? Do you need to?
- Would you and your team benefit from time management training?
- Is your filing system adequate and up-to-date?

Making Technology Work For You

- Using WIN Exports and TAMS: Do you and your staff know how to use WIN and TAMS? Do you insist they be used? Do you know your regional WIN support officer? Do you or your staff need more training? (Consult TPP.)
- Quarterly Reports (Trade Tracking System -- TTS): Did you know that the results of your quarterly reports form one part of the formula that determines the geographic allocations of trade development funds? Are you aware of the elements that make up the formula? Did you know that those results are also used to develop rankings of trade missions abroad -- particularly useful to senior management when assessing options for mission downsizings.
 - Do you pay adequate attention to the timely completion of quarterly reports (without inflating or underrating)?
 - Is each officer responsible for providing input?
 - Are quarterly reports used in setting objectives and evaluating results?