

Example In-Tray Exercise

You are the Project Assistant for the regional Developing the Young Workforce team and you have just returned from a week-long holiday. It has been a particularly busy spell for the DYW team and you have returned to a high volume of emails as well as several voice messages. In addition, the Project Manager has an extremely busy week lined up which will involve them being out of the office for most of the week, you have therefore been given some additional tasks to ensure the smooth running of the office.

Below, you will find a list of some of the tasks that you have returned to. You have 15 minutes to work through the list and make decisions about whether the tasks are low, medium or high priority. Please decide how you would deal with each task, give each a priority order (1-3, with 1 being the highest and 3 the lowest.) Please also outline the reason for the priority level given and brief comments on how you would deal with the task.

Task	Priority (1-3)	Reason for priority order and comments on how you would deal with the task
An email has been received from a local employer who does not currently have a relationship with DYW. The email states the employer would like further information to be emailed to them regarding DYW.		
You receive a call from the Project Manager confirming that they have a last minute meeting with a local employer later that day. You have been asked to provide them with basic information about the company and email it to them.		
There is a board meeting scheduled in the diary for seven days time, you are required to book the boardroom for the meeting and you need to email the agenda items to attendees.		

<p>A voicemail is received from a partner organisation confirming that they need to reschedule a meeting with the Project Manager in two weeks' time.</p>		
<p>You have been asked to pull together employer engagement statistics for the Project Manager to be used in a presentation they are giving in a few weeks' time.</p>		
<p>An invitation to attend a partner event in a few months' time has been received into the shared mailbox.</p>		
<p>You try to print off a document and the printer is out of paper. You realise that the stationary order was meant to arrive on Friday of the previous week, but it has not been delivered.</p>		
<p>DYW are hosting a breakfast event in a weeks' time. You need to ensure that all 12 delegate packs are made up.</p>		