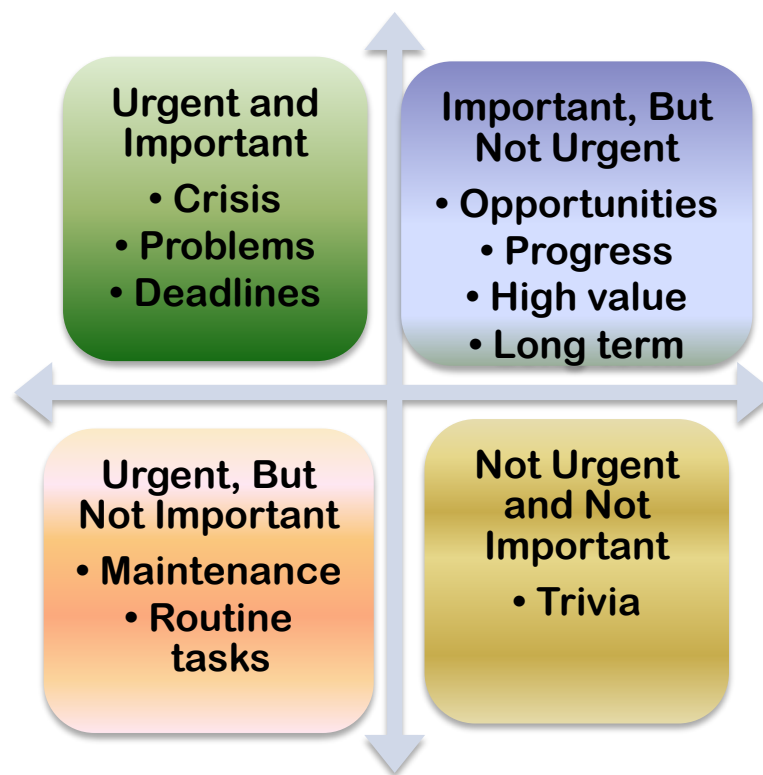




Customer Service Notes for *wic* *Prioritizing Your Work*

In a busy WIC office, prioritizing can help you accomplish your work in an effective manner, leading to stellar service. The prioritization matrix below can assist in determining what to work on.

Interactions with your participants would likely be both urgent and important. For example, if a stressed participant calls to tell you she lost her e-WIC card, that is a priority. On the other hand, certain reports you complete may be important but not urgent.



When faced with multi-tasking, be sure that you're prioritizing and working on the "right" things so you can make the best use of your time.

Questions for Reflection

1. When working on multiple tasks, do you consider which are priorities?
2. Do you hold off on completing less urgent and less important tasks?

