

FREE



DAILY ROUTINE TO MAXIMIZE MANAGER PERFORMANCE IN HIGH-PRESSURE ENVIRONMENTS

*DESIGNED FOR MANAGERS IN FAST-PACED BUSINESSES. IT BALANCES
ADMIN DISCIPLINE WITH CUSTOMER COMMUNICATION EFFICIENCY*

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MORNING ROUTINE (FIRST 90 MINUTES)

1. Inbox & Task Sweep (20 mins)

- Review priority emails, customer queries, and escalations.
- Flag “urgent-response” tickets immediately.
- Clear small admin tasks (<5 min) to prevent build-up.

2. Team Alignment (30 mins)

- Quick stand-up (virtual or in-person): daily targets, risks, and priorities.
- Share one key customer feedback point to keep focus on service.

3. System Check (15 mins)

- Review CRM / ticketing / order systems for overnight updates.
- Confirm yesterday’s unresolved issues are on track.

4. Deep Work Block (25 mins)

- Tackle the single most important admin or customer comms task before distractions.

MIDDAY (2-3 HOURS)

1. Customer Comms Power Hour (60 mins)

- Respond to high-volume tickets/chats/calls.
- Focus on clear, empathetic, concise responses.
- Use templates to speed up without losing the personal touch.

2. Admin & Reports (30-45 mins)

- Update trackers: sales, complaints, resolutions, pending approvals.
- Run mini-audit to ensure compliance with internal policies.

3. Check-in With Direct Reports (15-20 mins)

- 1:1 quick syncs with struggling team members.
- Keep it solution-focused, not lengthy.

AFTERNOON (2-3 HOURS)

1. Escalation & Investigation Slot (60 mins)

- Handle complex cases, audit investigations, or critical complaints.
- If possible, document findings in real time to avoid after-hours admin.

2. Process Maintenance (30 mins)

- Update SOPs, canned responses, and escalation paths based on recent cases.
- Identify gaps in customer communication flow.

3. Prep for Tomorrow (30 mins)

- Draft to-do list for next day.
- Flag any items that need early-morning action.

END OF DAY (20-30 MINS)

- Clear inbox to “zero urgent items.”
- Send team wrap-up (wins, escalations, next steps).
- Short self-audit: Did I balance admin + customer comms today?

IMPLEMENTATION TIPS

- Use time blocks — don't check email every 5 minutes.
- Apply 2-minute rule — if a task takes <2 mins, do it now.
- Compile & keep template library.