

Example In-Tray Exercise

You are the Project Assistant for the regional Developing the Young Workforce team and you have just returned to work 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 and Project Liaison Officer both have 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 to 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, 1 being the highest and 3 being 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	Reason for priority order and comments on how you would deal with the task
An email has been received into the mailbox from a local employer who does not currently have a relationship with DYW. The email states that the employer would like further information to be emailed to them regarding DYW.		
You receive a call from the Project Manager confirming that she has a last-minute meeting with a local employer later that day. You have been asked to provide her with basic information on the company and email it to her.		
There is a board meeting scheduled in the team diary for 7 days' time; you are required to book the boardroom for the meeting and you need to email the agenda items to attendees.		
A voicemail is received from a partner organisation confirming that they need to reschedule a meeting with the Project Officer in two weeks' time.		
You have been asked to pull together employer engagement statistics for the Project Manager to be used in a presentation she is giving in a few weeks' time.		

Task	Priority	Reason for priority order and comments on how you would deal with the task
An invitation to attend a partner event in a few months' time has been received into the shared mailbox.		
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.		
DYW are hosting a breakfast event in a week's time. You need to ensure that all 12 delegate packs are made up.		