FRONTLINE MANAGERS - FAST FACTS
These In-services are designed to assist and support our frontline managers and supporting managers with their roles and responsibilities in relation to core operational functions and where to access resources easily.

TIME MANAGEMENT

CIRCLE of CONCERN and CIRCLE (Sphere) of INFLUENCE
Source: https://uthscsa.edu/gme/documents/Circles.pdf
Adapted from: The Seven Habits of Highly Effective People by Stephen R. Covey, Simon & Schuster 1992.

Are you stressed and find that you “don’t” have enough time. This technique is good for separating out lower from higher priorities, and gaining ownership for action.

A Circle of Concern encompasses the wide range of concerns we have, such as our health, our children, problems at work, the amount of government borrowing, or the threat of war.

A Circle of Influence encompasses those concerns that we can do something about. They are concerns that we have some control over.

Stephen covey, the author of The Seven Habits of Highly Effective People, defines PROACTIVE as “being responsible for our own lives .. our behaviour is a function of our decisions, not our conditions.”

Proactive people focus on issues within their circle of influence. They work on things they can do something about. The nature of their energy in doing this is positive, enlarging and magnifying. They increase their Circle of Influence.
Reactive people tend to neglect those issues that are under their control and influence. Their focus is elsewhere and their Circle of Influence shrinks.

Here how to determine concerns: By listening to the language; you can distinguish between the use of the words “have” and “be”.

- **Circles of Concern are full of “have’s”**
- **Circles of Influence are full of “be’s”**

<table>
<thead>
<tr>
<th>REACTIVE</th>
<th>PROACTIVE</th>
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<tbody>
<tr>
<td>I’ll be happy when I have a full establishment…</td>
<td>I can be a better role model…</td>
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<tr>
<td>If only I had a boss who wasn’t…</td>
<td>I can be more organised / resourceful…</td>
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<tr>
<td>If I had respect from…</td>
<td>I can be more loving / understanding…</td>
</tr>
<tr>
<td>If I could just have management days…</td>
<td>I will be more diligent…</td>
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<tr>
<td>If the environment was more conducive…</td>
<td>I can seek out personnel and be able to understand…</td>
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**Sphere of Control versus Sphere of Influence**

There is an important distinction between a sphere of control and a sphere of influence. A leader’s **sphere of control** are things he or she directly and personally controls such as their teams, their budget, their projects. In contrast, the sphere of influence can be defined as influencing the behaviours and reactions of a person or an organization/system so that the outcomes mirror the visions of the leader. A sphere of control obviously makes it easier to quickly implement decisions.

**Expanding Your Sphere of Influence**

A sphere of influence is built over time. It is not having 500+ contacts on your LinkedIn profile. Rather, it is about establishing high quality relationships built on trust that will allow you to call the right person in each situation to influence a decision. It is about seeking opportunities to create mutual benefit by building and nurturing relationships that help make others successful. Some key ways to expand your sphere of influence include the following:

- Take a sincere interest in the success of others
- Look for opportunities to help others shine
- Work on your likeability factor
- Help others secure things of value that are scarce
- Choose to lead in situations where others won’t

Wise leaders understand when they have influence in a situation and when they don’t. They also understand that to build influence, you must be generous. The more you have to offer (and willing do it), the more quickly your influence will grow and with it your leadership effectiveness.