

LEADERSHIP FOUNDATION
MODULE 4

Time Management & Strategic Prioritisation

Every spa manager has the same 24 hours. The best ones spend theirs differently.

COMMERCIAL LEADERSHIP PROGRAMME

Spa Director & Spa Manager Development

Module Overview

Every spa manager has the same 24 hours. The best ones spend theirs differently.

LESSON	TOPIC
Lesson 1	The Priority Matrix for Spa Leaders
Lesson 2	Systems That Create Space

Lesson 1: The Priority Matrix for Spa Leaders

Most spa managers spend 80% of their time on urgent-but-not-important tasks: answering emails, handling rota queries, chasing suppliers, fixing minor operational issues. Meanwhile, the important-but-not-urgent work — strategy, team development, revenue planning, guest experience innovation — gets pushed to 'when I have time.' You never have time. You make time.

The Eisenhower matrix is simple: Urgent + Important = do now. Important + Not Urgent = schedule and protect. Urgent + Not Important = delegate. Neither = eliminate. The magic is in the second quadrant. That's where leadership lives.

Delegation isn't dumping tasks. It's developing people. Every task you delegate with clear expectations and appropriate support builds someone else's capability while freeing you for strategic work.

KEY POINTS

- Apply the Eisenhower matrix to daily decisions
- Protect strategic thinking time ruthlessly
- Delegate to develop, not just to offload
- Eliminate activities that add no value

Lesson 2: Systems That Create Space

A weekly rhythm that runs itself is the ultimate time management tool. If your team knows that Monday morning is KPI review, Wednesday is a midweek check, and Friday is weekend prep — they stop asking you what to do and start doing it.

Task batching works: handle all emails in two blocks, all rota queries in one session, all supplier calls back-to-back. Context-switching is expensive. Every time you shift from one type of task to another, you lose 15-20 minutes of productive focus.

Checklists reduce decision fatigue. Opening checklists, closing checklists, treatment room setup checklists — when the routine is documented, your brain is free for decisions that actually need your judgement.

KEY POINTS

- Build a weekly rhythm that runs without you
- Batch similar tasks to eliminate context-switching
- Use checklists to free your brain for real decisions
- Master the art of saying no without damaging relationships

Key Concept

“If you're too busy to think strategically, you're not managing your time — your time is managing you.”

Practical Exercise

Track how you spend your time for one complete week, logging every 30-minute block. Categorise every activity using the Eisenhower matrix. Identify your top three time-wasters and design a system to eliminate or delegate each one. Redesign your weekly structure with protected strategic time blocks.

YOUR NOTES

Learning Outcomes

By completing this module, you will be able to:

1. Apply the Eisenhower matrix to daily operational decisions
2. Design a weekly structure that protects strategic thinking time
3. Identify and eliminate the top three time-wasters in your role
4. Build sustainable systems that reduce reactive decision-making

SELF - A S S E S S M E N T

Rate your confidence in each outcome (1 = Not yet confident, 5 = Fully confident):

Outcome	1	2	3	4	5
Apply the Eisenhower matrix to daily operational decisions					
Design a weekly structure that protects strategic thinking time					
Identify and eliminate the top three time-wasters in your role					
Build sustainable systems that reduce reactive decision-making					

Assessment

Complete the following submissions to demonstrate your learning:

Submission 1: Time Audit

One-week tracked analysis with categorisation and improvement plan.

Submission 2: Weekly System Design

A redesigned weekly structure with time blocks and delegation plan.

MODULE COMPLETION

Name:	
Date:	
Assessor:	