

# Multitasking in the Credit Department

Panelist

Terri Eggebeen – Manager, Credit & Collections

Fechheimer Brothers Company

Dwayne Cavanaugh – CCE, CICP

Supervisor, Credit - Cliffs Steel, Inc.

# Multitasking Definition

*Capacity to manage and complete multiple tasks or responsibilities simultaneously, often involving rapid switching between them without significant loss of efficiency or quality.*

# STAR Method

- Situation
- Task
- Action
- Result

# Multitasking Skills

- Organization
- Time Management
- Prioritization
- Attention to Detail
- Adaptability

# Multitasking Points

- Efficiency
  - Managing multiple projects or tasks simultaneously
- Managing multiple responsibilities
- Prioritization and time management
- Adaptability and flexibility
- Project Management
- Concrete Examples
- Emphasize Results

# Multitasking Points

- Showcase Supporting Skills
  - Time Management
  - Organization
  - Prioritization
  - Attention to Detail
- Realistic
  - Prioritize tasks and seek assistance