

Overload and interruptions don't need to kill people and productivity

Wonderful new products and technologies can have adverse side effects. Outcome Improvement helps to accentuate the positives. Progress involves evolutionary changes that bring improvements, but can also create temporary problems. Improved solutions require continuous improvement. E-mail, Instant Messenger, iPhones and BlackBerrys are excellent examples of this process. They improve communications, but accentuate problems. People thought that they had it bad with junk mail and telephones; now they are even more overwhelmed with things that are replacing them. Growing and inescapable clutter and complexity are found everywhere, anytime, day or night. Without help, people find it futile to keep up with the growing volume of time consuming demands. They even get into trouble when they try to respond to messages and cause accidents.

Parkinson's Law puts bad habits on steroids. Sure new communication products increase timeliness and throughput. That is fine until it causes people to communicate more. Parkinson's Law takes over and shows how saved time is filled with more and more unimportant messages as information is moved faster and faster. According to C. Northcote Parkinson, "***Work expands so as to fill the time available for its completion.***" There are corollaries that pick up where the law leaves off, but you get the idea about unnecessary effort! The challenge is finding what can be done to maximize the good that technology has to offer and downplay the rest.

Fatalities result from texting and cell phones. One fatality is one too many, especially when it is simple to avoid and did not need to happen. Any distraction breaks up a person's train of thought. It takes time to get back on track and resume the task that was in progress. In the meantime, steps can be omitted and accidents occur. The news is full of sad cases of distractions causing fatalities. An airliner even crashed because of an interruption and a missed step on a preflight checklist. Time is saved, too, when doing one thing at a time. Get others or machines to run interference for you.

So, what's wrong with multi-tasking? People assume that when they multi-task that they can do more than one thing at a time and do each one of them successfully. On the contrary, multitasking simply creates multiple interruptions, compounding the problem.

Misuse negatively impacts technology? People, processes and a strong backbone of communications are needed to get the most out of technology. Creating a well orchestrated way to merge the best that each factor has to offer greatly improves an overall integrated solution. Avoid arbitrary rules that tend to reduce productivity further. Make every message important and easy to separate from the unimportant ones.

Where do the opportunities lie that stop overload and interruptions? First let's agree to interpret overload and interruptions as being negative and something that needs to be dealt with accordingly. It is a wheat and chaff situation where the two are mixed together and need to be separated.

Start with decision rules. Determine what is good and bad; important and unimportant; urgent and can wait; solicited and unsolicited; Email programs such as Microsoft Outlook have the ability to select mail using decision rules and file each message into user defined folders. Taking time to create decision rules can pay big dividends. An organization can use general rules and individuals can apply added filters that complement and fine tune them.

Digital Personal Assistants will ultimately recognize what you need and filter messages for you. Better technologies are available all the time. Choices must continually be re-examined. We believe that automation and robotics will bring improved digital attendants that gradually solve overload and interruptions and bring back safety and productivity. Until something better comes along, try resetting your spam filter to pull out urgent messages that require your attention and have them automatically filed in high priority e-mailboxes.

Set an example for others. Good habits must start somewhere. More and more people are starting to pull over to make their calls. Slowing down to talk simply creates enemies and hazards. Start at the top, at the bottom or anywhere in between. No one appreciates having their time wasted or lives put in jeopardy.

Learn about Outcome Improvement programs, initiatives and custom options. Now is a great time to get positioned for future growth and prosperity. We have the right program for any individual and their team. Better time management is one of the ways to Outcome Improvement. Videos create high impact messaging.

Info@OutcomeImprovement.com

973-635-1970

www.OutcomeImprovement.com