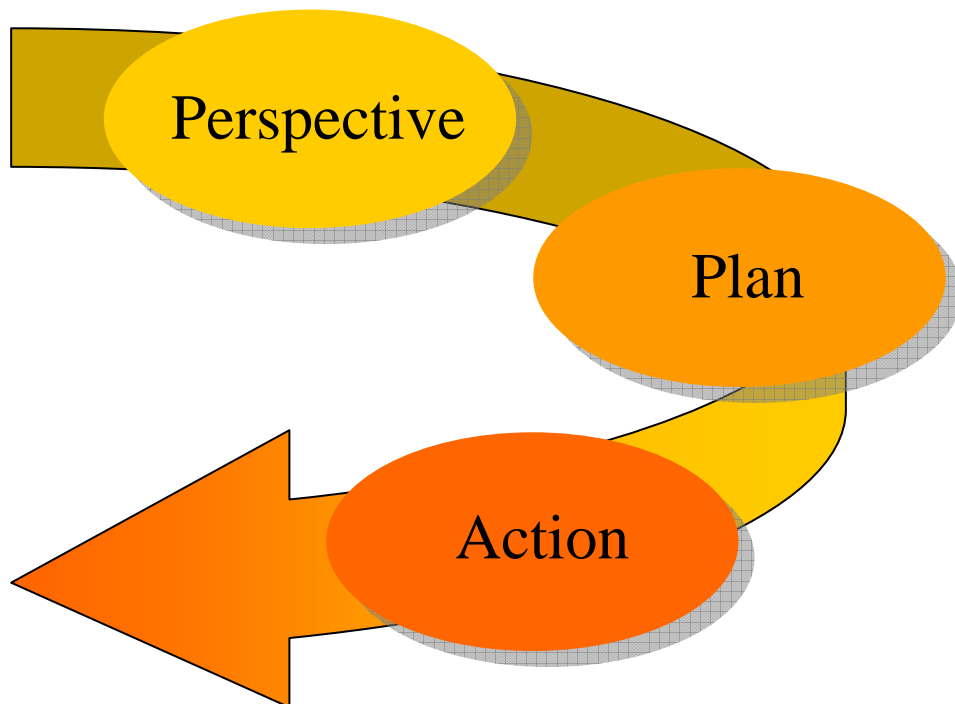




Working in the 21st Century:
How and When to use Technology



Reduce Non-Productive Time



As mentioned in the broadcast, we each spend a certain amount of time on tasks which reduce productivity. In the table below, make a list of tasks that you feel are wasting time or do not directly apply to your productivity. Then write the number of hours you work in a week, the number of hours each week spent on those tasks, and determine the percentage of your time you spend on each of those tasks. Finally list changes you need to make.

Action Item #1: Identify tasks which you need to quit doing or change the way they are done in order to improve productivity.

Hours worked in a week _____

| Task | Time spent | % of Work | Changes |
|------|------------|-----------|---------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Improve Technology Utilization

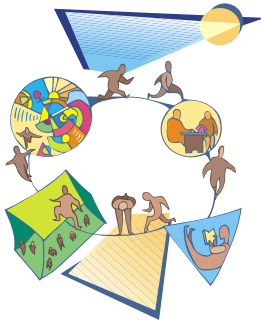


Typically when new technology is implemented it is supposed to help improve productivity. This is not always the case. In some cases, when the technology is implemented and changes are not made in how we work, the technology actually decreases productivity. Sometimes by changing the way we work we can improve the productivity. In the table below, list new technology you have implemented lately that is supposed to improve productivity but actually reduced your productivity. Identify how it has reduced your productivity. List the time it takes now versus the time it used to take. Finally, List changes you can make to better utilize the technology and improve your productivity.

Action Item #2: Identify how you can improve your productivity by better utilizing the technology you are using.

| New Technology | How Productivity Changed | Time | Changes to Make |
|----------------|--------------------------|------|-----------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Change Work Habits



Another way to gain productivity is to change our work habits. As discussed in the presentation, our work habits are formed early on and are usually never analyzed. Identify a work habit you have formed around a work process, technology, or task. List the Attitudes, Behaviors, and Cognitive Components. Identify what triggers the habit. List productivity problems caused by this habit. List changes to make. Also, you might want to list those problems that affect others' productivity and changes to make there as well.

Action Item #3: List one work habit which negatively affects your productivity and identify changes to make.

| | |
|-------------|--|
| Work Habit: | |
|-------------|--|

| Attitudes | Behaviors | Cognitive Components |
|-----------|-----------|----------------------|
| | | |

Attitude: the *emotional* component – emotions, feelings and body sensations

Behavioral: the *reaction* component - when A happens you automatically and unconsciously do B, stimulus/response

Cognitive: the *explanation* component - the justification for, the explanation of, the story about, the rationalization for, the assigned logic, the spoken argument for persisting the habit – a *speech habit*

| | |
|----------|--|
| Trigger: | |
|----------|--|

| Productivity Problems | Changes to Make |
|-----------------------|-----------------|
| | |
| | |
| | |

Capture Thoughts



Distractions can take a productive day and turn it non-productive. They can come from many places. Many times our own thoughts can distract us. If we act immediately on an idea it can take us away from our originally planned activity. If we have a way to capture those thoughts and address them at a later time, we can continue without distraction. Doug spoke of a capture tool in the presentation. This capture tool might be a notepad, voice recorder, whiteboard, etc. In the table below, identify your capture tool, write the work practices you will use, identify a time to empty your capture tool, and identify the tool you will empty your capture tool into.

Action Item #4: Identify how you will capture and manage those thoughts that come to you throughout the day.

| | |
|-----------------------------|--|
| Capture Tool: | |
| Work Practices: | |
| Time to Empty Capture Tool: | |
| Tool to Empty Into: | |

Schedule for Work



If we schedule our work, we can see block out time and hopefully be more productive. This requires us to be focused enough during that time to actually work on the items for which we have scheduled the time. In order to properly schedule and manage our workload, we need to have a tool that is easy to use and access. Typically this will be some sort of planner. Write down the tool you use to plan your work and life. This tool can be electronic or manual. Identify how this tool improves or hinders your productivity. Write down the amount of time in a week that you spend using the tool. Write down the amount of time in a week that you save or lose by using this tool. Also, write down any new work practices you can use to better utilize the tool. Keep in mind that you should schedule work time as well as meetings.

Action Item #5: Create a plan for managing your work time. Determine the time it will take to complete a task and block the time out in your calendar.

| | |
|---------------------|--|
| Planning Tool: | |
| How it Improves: | |
| How it Hinders: | |
| Changes to Make: | |
| Time Spent Using: | |
| Time Saved or Lost: | |
| Work Practices: | |