Personal Productivity
Removing Waste from your Personal Value Streams

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Priority Management
WHAT IS PRODUCTIVITY?
Productivity Pirates

What adds waste in your day?
External Interruptions

- Phone calls
- Instant messages
  - (including tweets, posting notifications, texting)
- Emails
- People stopping by
- ???
Internal Interruptions

- Disorganization
  - (physical and electronic)
- Procrastination
- Lack of a plan
- Multitasking
- ???
WHAT DOES YOUR VALUE STREAM LOOK LIKE?

You can not Manage if you do not Measure
Interrupts and your value stream

Focused on a task

Ring

Conversation

Reengage

Hang up

Focused on a task
Email’s Effect on an Hour of Work

60 Minutes  Intended Work
- 7.5 Minutes  Reading Emails as they arrive
- 7.5 Minutes  Reengaging with Original Task

45 Minutes  Realized Work
115200 minutes in a work year (48 weeks, 40 hours per week)

68 salary in cents per minute based on a total compensation of $78,000 ($60K base + 30% benefits)

97750 dollars of wasted value in a work year ~ $5/Hour $40/Day $200/Week $800/Month
Client Survey as of 2012

- Over a 5 year period
- 630 companies around the globe
- 10,400 individuals completed a post workshop effectiveness questionnaire

When asked
“How much time have you gained each day as a result of the program?”

The average was
61 Minutes per day per person.
Fallacy of Multitasking

- What is Multitasking?
- Can we Multitask?
- Is it productive?
Question

Q: If you do the same thing today the same way you did it yesterday, what will you get?

A: The same result!
RESULT:
The RESULT you get comes from the combination of the TASK, the PROCESS, and the TOOL.
How do we improve Personal Productivity?

- Choose the right Task to focus on
- Change or modify the Tool
- Change our Processes
- Change our Behaviors
Outlook as a Tool

- Focus on commitments and people
  - Calendar and Tasks
- Quiet the storm
  - Turn off the bell and check email on a schedule
- Process e-mail, putting it in the right place:
  - Time specific commitments to the Calendar
  - Time flexible commitments to Tasks
  - File what you NEED to keep, delete the rest
- Use Contacts to manage communications
Calendar Overview

The Calendar is...

- where you manage your day
- where you plan future commitments
- a communication tool – *share it*
Calendar Best Practices

- Start and end each day here
- Block time for commitments
- Block time for key people
- Block time for the work that adds the most value
- Leave open time for fire-fights
- Create Appointments, Meeting Requests, All Day Events
Task Overview

The Task Folder is…

- where you keep track of non-time specific commitments
- where you control your workload
- part of what is shown in the To-Do Bar
- where you delegate work
  - AFTER you discuss its use with your team
Task Best Practice Tips

- Create subjects that show action
- Always have both Start and Due dates
- Always assign a priority
- When delegating a task, be clear on all expectations
Contacts Overview

The Contacts folder is not just for addresses and phone numbers. You can also use a contact to:

- Accumulate questions or discussion topics
- Keep a running history of conversations
- More easily find that information later
Contacts Best Practice Tips

- Use plans on the screen, a smartphone, or on paper to stay on track
- Create notes from conversations capturing important points
- Store information about subjects, projects, or committee work
E-mail Overview

E-mail is…

- one of the largest sources of interruptions (quantity)
- the tool most often misused in Outlook
- responsible for the loss of more than an hour of productive time each day
E-mail Best Practice Tips

- Check your email on a schedule, not whenever a bell rings
- Create rules to triage your incoming mail
- Apply the 4-Ds while reading
- Create Tasks, Calendar Entries, and Contacts from messages
- File or delete messages to keep the inbox empty
Planning Overview

- Long Term Planning
  - Organization Strategies → KPI → Emp. Annual Goals → Emp. Monthly Goals → day to day Goals

- Day to Day Planning
  - Must Do’s
  - Could Do’s
Planning Best Practices

Long Term Planning
- Create S.M.A.R.T. goals
- Put them in writing (electronic or paper)
- Document & review them throughout the year

Daily Planning
- Start your day with your plan
- End your day by reviewing accomplishments and making tomorrow’s plan
Dimensions of Shingo

- Results
- Enterprise Alignment
- Continuous Process Improvement
- Cultural Enablers
Shingo Dimension: Results

- Measure What Matters
- Align Behaviors with Performance

- Create a plan consisting of time and activity commitments
- Start each day with your plan
- Reduce Interruptions
- Focus on the person or task at hand
- Plan, capture, and refer back to conversation
- Process email on your schedule and put it into the right place – have an empty inbox
## Shingo Dimension: Enterprise Alignment

<table>
<thead>
<tr>
<th>Enterprise Alignment</th>
<th>Priority Best Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>· Standardize Daily Management</td>
<td>· Create a plan consisting of time and activity commitments</td>
</tr>
<tr>
<td></td>
<td>· Start each day with your plan</td>
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</tbody>
</table>
# Shingo Dimension: Continuous Improvement

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<tr>
<td>• Focus on Process</td>
<td>• Touch it Once</td>
</tr>
<tr>
<td>• Seek Perfection</td>
<td>• Reduce Interruptions</td>
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# Shingo Dimension: Cultural Enablers

## Cultural Enablers

- Respect Every Individual
  - Empower and involve everyone

## Priority Best Practices

- Respect your own time
- Empower others to respect your time
QUESTIONS?
Contacts and Connections

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Thank You!