



A Better Way To Work

Personal Productivity

Removing Waste from your
Personal Value Streams

Kirk Justus

Director of Facilitation & Development
Priority Management





A Better Way To Work

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
- ???

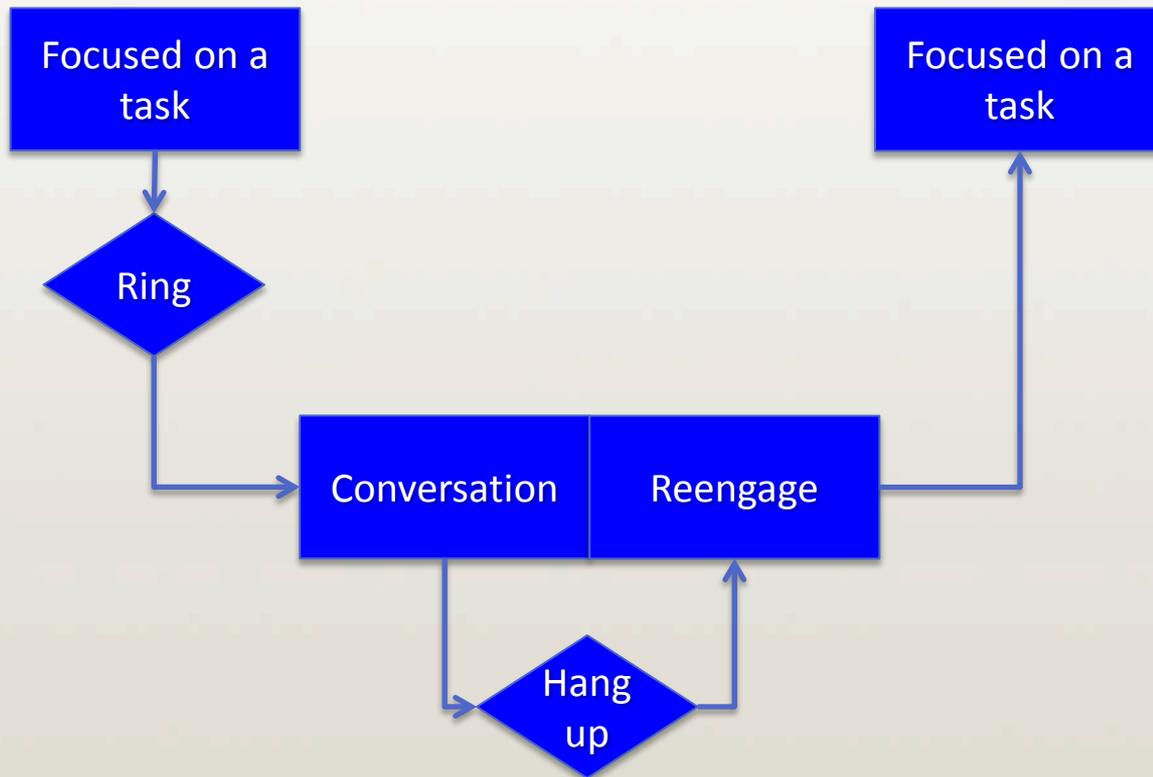
Internal Interruptions

- Disorganization
 - (physical and electronic)
- Procrastination
- Lack of a plan
- Multitasking
- ???

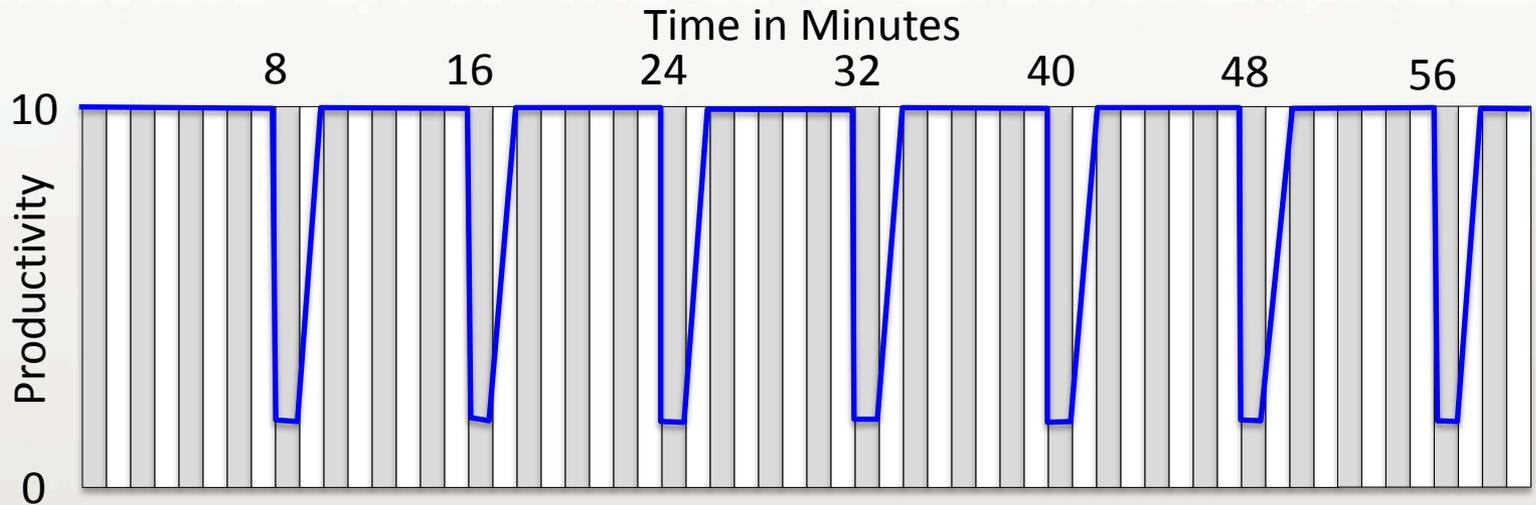
WHAT DOES YOUR VALUE STREAM LOOK LIKE?

You can not Manage
if you do not Measure

Interruptions and your value stream



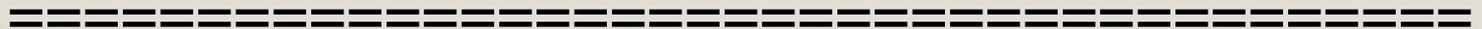
Email's Effect on an Hour of Work



60 Minutes Intended Work

- 7.5 Minutes Reading Emails as they arrive

- 7.5 Minutes Reengaging with Original Task



45 Minutes Realized Work



A Better Way To 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)

9750

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!



A Better Way To Work

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

Enterprise Alignment

- Standardize Daily Management

Priority Best Practices

- Create a plan consisting of time and activity commitments
- Start each day with your plan

Shingo Dimension: Continuous Improvement

Continuous Improvement

- Focus on Process
- Seek Perfection

Priority Best Practices

- Touch it Once
- Reduce Interruptions
- Focus on the person or task at hand
- Process email on your schedule and put it into the right place – have an empty inbox

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



A Better Way To Work

QUESTIONS?

Contacts and Connections

Kirk Justus 

Director of Facilitation & Development

- kjustus@prioritymanagement.com

Ted Yabut 

Regional Distributor, Greater Seattle Area

- Phone: 206-452-6737
- tyabut@prioritymanagement.com

www.prioritymanagement.com



Priority Management



Priority Management



@priority_mgmt

Priority[®]

A Better Way To Work

Thank You!

