



## Distraction, Time, Task & Email Management

*Tame the Digital Chaos*

Paul J. Unger & Stephanie Ball  
[punger@affinityconsulting.com](mailto:punger@affinityconsulting.com)

---

---

---

---

---

---

---

WELCOME!



---

---

---

---

---

---

---

## Technology *your* Servant?

---

---

---

---

---

---

---

**... or Servant to  
Technology?**

---

---

---

---

---

---

---

**Keep it  
Simple!**

---

---

---

---

---

---

---

**Use what  
you own!**

---

---

---

---

---

---

---

**Show it!**

---

---

---

---

---

---

---

**145**

**emails**

---

---

---

---

---

---

---

**10**

**telephone calls**

---

---

---

---

---

---

---

20

walk-ins

---

---

---

---

---

---

---

50

text messages

---

---

---

---

---

---

---

20

email or internet  
curiosity breaks

---

---

---

---

---

---

---

245

---

---

---

---

---

---

---

480 ÷ 245

---

---

---

---

---

---

---

1.96

minutes

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

**4 x per hour**

**40%** never  
returned to **Task**

2010 Microsoft Study

---

---

---

---

---

---

---

**2.5 hours** per  
week lost looking  
for **Documents**

USA Today 5/18/2011

---

---

---

---

---

---

---

**Multi-tasking**  
**Good?**

---

---

---

---

---

---

---

**40%** loss of  
**productivity**

The True Cost of Multi-Tasking, Susan Weinschneck, Ph.D.  
Psychology Today, Sept. 2012

---

---

---

---

---

---

---

**Internal  
Interruptions**

---

---

---

---

---

---

---

**21**



---

---

---

---

---

---

---



74



---

---

---

---

---

---

---

564

Switch Tasks

---

---

---

---

---

---

---

Rude &  
Distracted

---

---

---

---

---

---

---

9 out of 10  
say it is **rude** to  
email during meetings

---

---

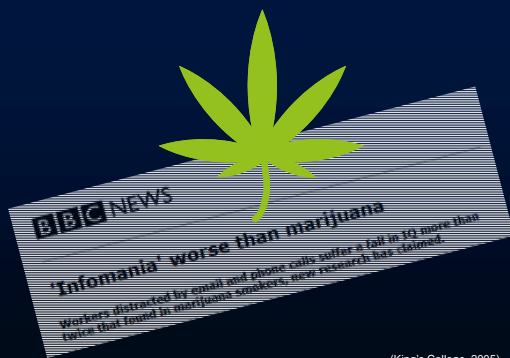
---

---

---

---

---



(King's College, 2005)

---

---

---

---

---

---

---



"It keeps me from looking at my phone every two seconds."

It keeps me from looking at my phone every two seconds.

---

---

---

---

---

---

---



Combating Technology Induced  
Attention Deficit Trait

- 1. Workplace &  
Personal Health
- 2. Attention  
Management Skills
- 3. Time Task Email  
Management  
Methodology

---

---

---

---

---

---

---



1. Workplace &  
Personal Health

---

---

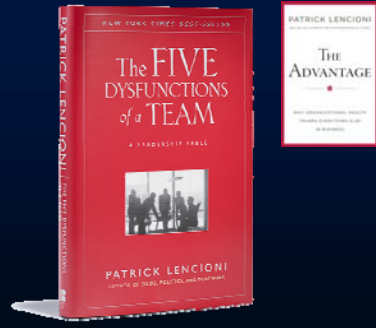
---

---

---

---

---



---

---

---

---

---

---

---



## 2. Attention Management Skills

---

---

---

---

---

---

---



**Write Down the Most Chaotic Environment for You to Work**

---

---

---

---

---

---

---



**Don't Operate from Email ...  
Operate from Task List or Calendar**

---

---

---

---

---

---

---



---

---

---

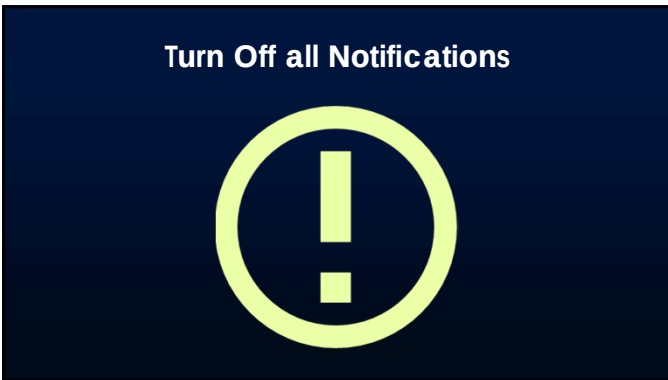
---

---

---

---

---



---

---

---

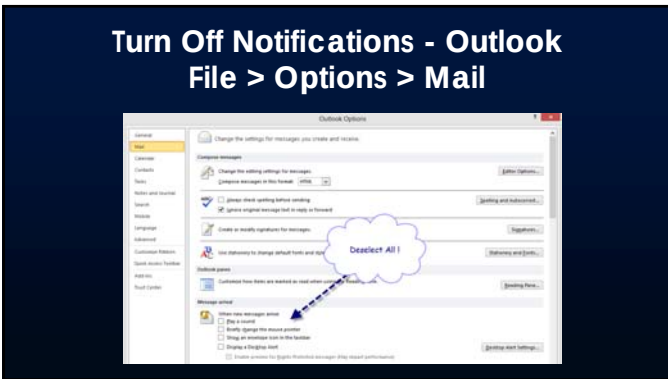
---

---

---

---

---



---

---

---

---

---

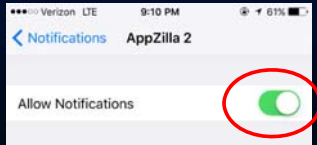
---

---

---

## Turn Off Notifications – iPhone

Settings > Notifications >  
Select Application >  
Turn Off “Allow Notifications”



---

---

---

---

---

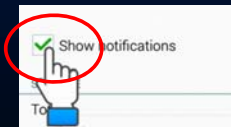
---

---

---

## Turn Off Notifications – Android

Settings > Applications >  
Application Manager  
Select Desired App



---

---

---

---

---

---

---

---



---

---

---

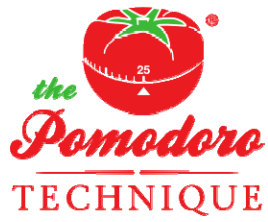
---

---

---

---

---



---

---

---

---

---

---

---



**Carl Franklin**  
**www. <http://mtcb.pwop.com/>**

---

---

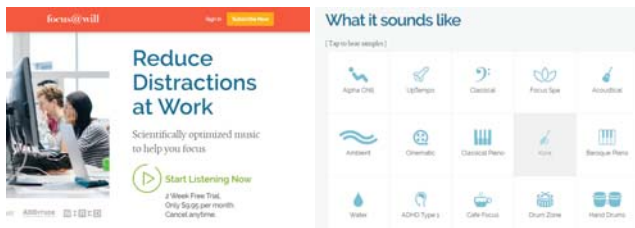
---

---

---

---

---



**focus@will.com**

---

---

---

---

---

---

---

Create Rituals & Checklists  
(like a morning ritual)



---

---

---

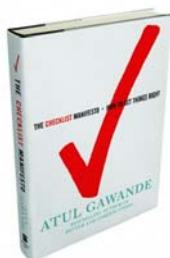
---

---

---

---

---



---

---

---

---

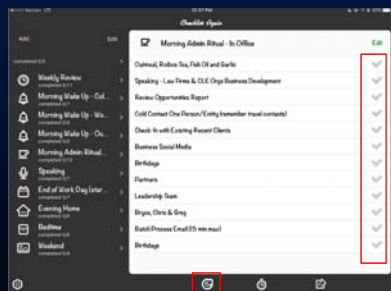
---

---

---

---

Create AM/PM Rituals  
iPad/iPhone App



---

---

---

---

---

---

---

---



## Create AM/PM Rituals

iPad/iPhone App

### Simple Checklist

(iTunes/iPad App Store)



---

---

---

---

---

---

---

---

## Office-Drama is a Time Suck!



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

Never kick a fresh turd  
on a hot day.



- Harry S. Truman

---

---

---

---

---

---

---

I didn't steal  
his book.

---

---

---

---

---

---

---

I didn't steal  
his book.

---

---

---

---

---

---

---

I didn't **steal**  
his book.

---

---

---

---

---

---

---

I didn't steal  
**his** book.

---

---

---

---

---

---

---

I didn't steal  
his **book**.

---

---

---

---

---

---

---



---

---

---

---

---

---

---



---

---

---

---

---

---

---



---

---

---

---

---

---

---



### 3. Time Task Email Management Methodology

---

---

---

---

---

---

---

### Help! My Inbox is Exploding!



---

---

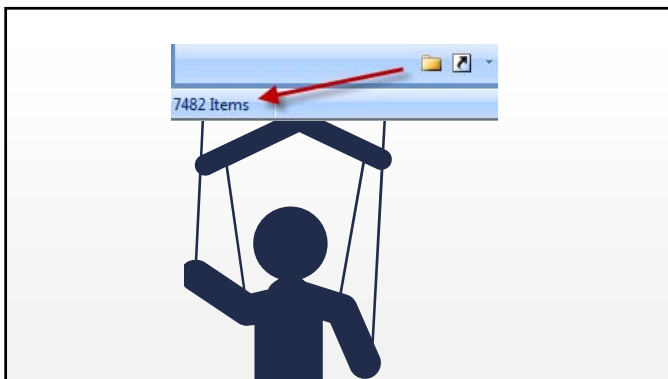
---

---

---

---

---



---

---

---

---

---

---

---

## Reduce Incoming Email



---

---

---

---

---

---

---

## Email & Task Game Plan

---

---

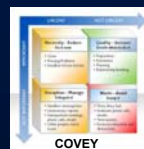
---

---

---

---

---



---

---

---

---

---

---

---



---

---

---

---

---

---

---



---

---

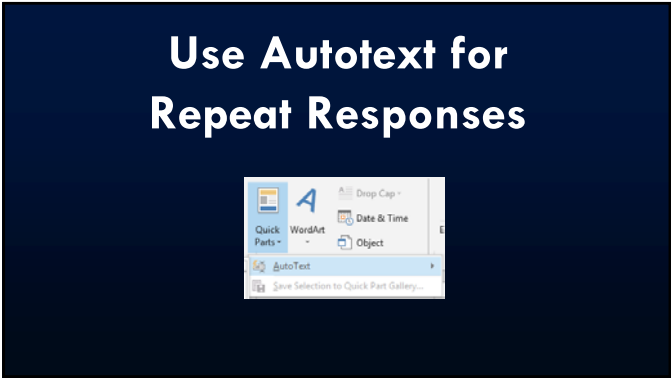
---

---

---

---

---



---

---

---

---

---

---

---

## Use Templates for Repeat Responses



---

---

---

---

---

---

---

## Batch Process Email



---

---

---

---

---

---

---

## Plot your Batch Process Times

| Today's Batch Email Processing |            |
|--------------------------------|------------|
| 7:30 AM                        | 15 minutes |
| 10:00 AM                       | 30 minutes |
| 12 Noon                        | 90 minutes |
| 4:00 pm                        | 30 minutes |
| 5:00 pm                        | 15 minutes |

... or plot it out on your calendar



---

---

---

---

---

---

---



## 3 Minute Rule



---

---

---

---

---

---

---

## Touch it Once



---

---

---

---

---

---

---

## THE 4 D's

---

---

---

---

---

---

---

## THE 4 D's

Delete

Do

Delegate

Delay

---

---

---

---

---

---

---

## Email Rules - Delegated Items



---

---

---

---

---

---

---

Delayed Email  
& Task  
Management



---

---

---

---

---

---

---

1

**Delay – Temporarily -  
Leave in Inbox**



---

---

---

---

---

---

---

2

**Delay - Longer than 24  
Hours – Take out of Inbox**



---

---

---

---

---

---

---

1

**Record the Task/To Do**



---

---

---

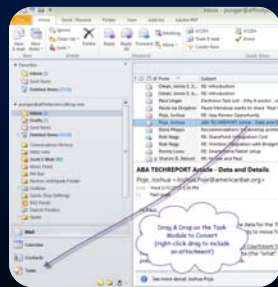
---

---

---

---

## Create Task from Email




---

---

---

---

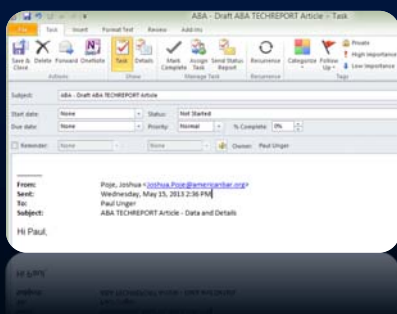
---

---

---

---

## Create Task from Email




---

---

---

---

---

---

---

---

## Great for Converting Emails with Info, Hyperlinks or Attachments!




---

---

---

---

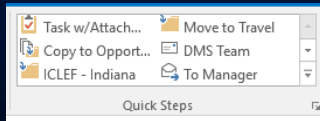
---

---

---

---

## Remember Outlook Quick Steps!



---

---

---

---

---

---

---

---

## 2 Docket the Deadline on Calendar/PM Software

A screenshot of a calendar or project management software interface. It shows a grid with dates and tasks. The tasks listed are: 'Hanna Williams/PC', 'Hanna Williams/PC, TC', 'Hanna Williams/PC', 'Hanna Williams/PC, TC', 'Hanna Williams/PC, TC', 'Hanna Williams/PC', 'Hanna Williams/PC', 'Hanna Williams/PC, TC', and 'Hanna Williams/PC, TC'. The dates range from 10/10 to 10/12. At the bottom, there are tabs for 'Date Entry', 'Docket Report', 'Task', 'Calendar', and 'Internal Email'.

---

---

---

---

---

---

---

---

## 3 Schedule on Calendar (deadline + time to do it)



---

---

---

---

---

---

---

---

4

File the Email



---

---

---

---

---

---

---

**Foundation for Email  
Management = DMS**  
(all integrate with Outlook)



---

---

---

---

---

---

---

**Task  
Management**



---

---

---

---

---

---

---



---

---

---

---

---

---

---



---

---

---

---

---

---

---



---

---

---

---

---

---

---

## Electronic/Program Based Task Lists



---

---

---

---

---

---

---

---

Siri



---

---

---

---

---

---

---

---

## Wunderlist (owned by Microsoft)



---

---

---

---

---

---

---

---



## Task List Categories

- Client Work – General
- Administrative
- Business Development
- Personal/Home

---

---

---

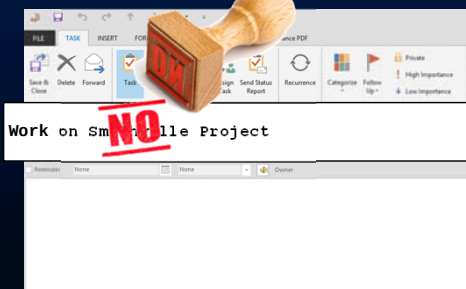
---

---

---

---

## Good Descriptions in your Task List



---

---

---

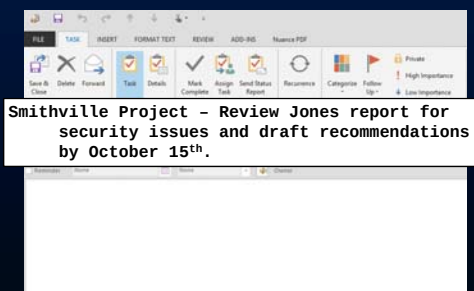
---

---

---

---

## Good Descriptions in your Task List



---

---

---

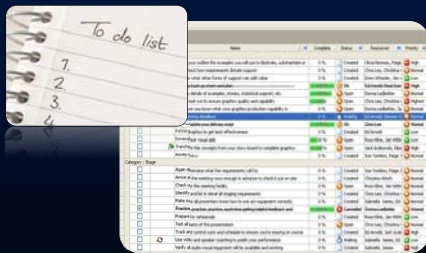
---

---

---

---

## Managing the Master Task List



---

---

---

---

---

---

---

---

## Daily Tasks

Short List  
v  
Long List  
v  
Calendar



---

---

---

---

---

---

---

---

## Out of Sight ... Out of Mind

... So Paper is OK!  
... Paper, the Killer App!



---

---

---

---

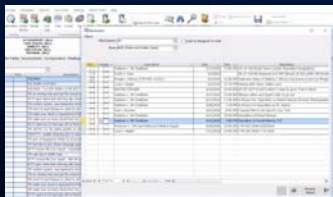
---

---

---

---

## Morning Review Reminders, Calendar & Task List




---

---

---

---

---

---

---

## Write your **Daily Task List** (only 3-5 items!)

| Tuesday Tasks                            |
|------------------------------------------|
| 1. Enter yesterday's time that I forgot  |
| 2. Review prebills                       |
| 3. VA project (2 hours)                  |
| 4. Call Sam                              |
| 5. Research Jones statute of limitations |
|                                          |
|                                          |

... or plot it out on your calendar!




---

---

---

---

---

---

---

... or plot it out on your calendar!



*the key is not to  
prioritize what's  
on your schedule  
but to schedule  
your priorities.*

*Stephen Covey*

---

---

---

---

---

---

---

Remember **Pomodoro!!**



---

---

---

---

---

---

---

**Once-a-Week  
Deep Review**  
(performed weekly)



---

---

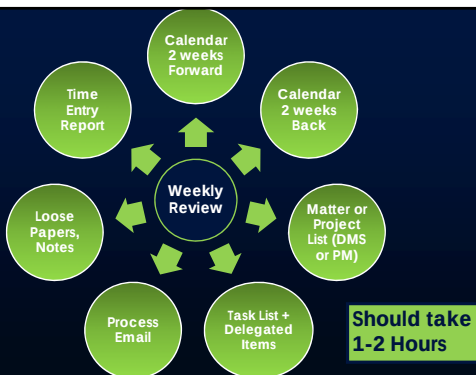
---

---

---

---

---



---

---

---

---

---

---

---

Questions?

@PaulUnger,  
Like ACG!  
<https://www.linkedin.com/in/paul-unger-1126974>

**THANK YOU!**

**Paul Unger**  
(877) 676-5492  
[punger@affinityconsulting.com](mailto:punger@affinityconsulting.com)

 **Affinity**  
Consulting Group

 TRUSTED ADVISORS  
TALLORED SOLUTIONS  
UNLOCKING YOUR POTENTIAL

---

---

---

---

---

---

---

---