- When a colleague "drops in" during work/focus time:
  - Positively greet them (do not discourage face-to-face interaction)

  AND

    - Make clear your attention is focused on something else
    - Schedule another time to speak about the matter
- Use "busy, please come back later" sign at office or workstation
- Find quiet, secluded space for tasks that require deep focus
- Be strategic and intentional with your calendar
  - This includes lunchtime, breaks, and other downtime
  - Be mindful of whom you are giving your time and attention to
    - Does it support getting the job done? Will this add value to my professional and/or personal life?

**MAVERICK&
BOUTIQUE**

- In today's hyper-busy world, using the phone can feel outdated and "inconvenient" BUT
  - Can get faster, clearer answers to urgent matters
  - Avoids misinterpretation of tone, context, and intentions
  - Helps build social cohesion on team
  - More opportunities for "chance" conversations ("oh by the way… did you know … ?") and exchange of ideas
- If "picking up" the phone,
  - Don't rush through call, be prepared for small talk
  - Is this the right time for you or the other person? Schedule call on calendar if necessary

- If needing to focus your attention on a task:
  - Utilize "Do Not Disturb" mode and voicemail on phones
    - Screen calls, "hold my calls!"
    - Prioritize returning calls
- Only give out work number to professional contacts (vice versa with personal number)
  - Does this person need to reach me during working hours? Do I want them reaching me on the weekend?
- Keep your contacts organized and up-to-date

MAVERICK&
BOUTIQUE

- Set reasonable expectations for responses
  - Email $\neq$ Instant Messenger
  - Instant response sets high expectations. Can response wait?
- Use a courtesy auto-responder
  - "I will be checking this inbox at 9:00 AM, 11:45 AM, and 3:30 PM today, please call if urgent"
- Turn-off alerts and/or shutdown email application when focusing
- If possible, keep work email off of personal devices (vice versa)

MAVERICK&
BOUTIQUE

- Only work-essential apps on professional devices
- Always turn-off notifications
- Do not login to accounts at workstation
- Practice social media "minimalism"
  - Does this platform enhance or detract from my goals?
  - Try selecting only 1 platform each for professional (i.e. LinkedIn, Twitter, Medium) and personal use (i.e. Facebook, Instagram)

- If responsible for organization's social media:
  - Schedule content in advance, minimize time on platforms
  - Be intentional with whom you follow/engage
  - Curate or turn off feed
  - Be mindful of content you post and how it represents the organization
    - What if this went viral? How would it be perceived by the public?

- 24/7 work culture not sustainable

- Set clear working hours and expectations with team:

  - Avoid checking work communications outside of set hours

  - Be mindful of colleagues' personal time, do not send message outside of set hours

    - If working later, use DRAFT folder and <u>schedule send times</u> for next day

    - Especially important for supervisors and leaders to follow (Bob Gates rule)
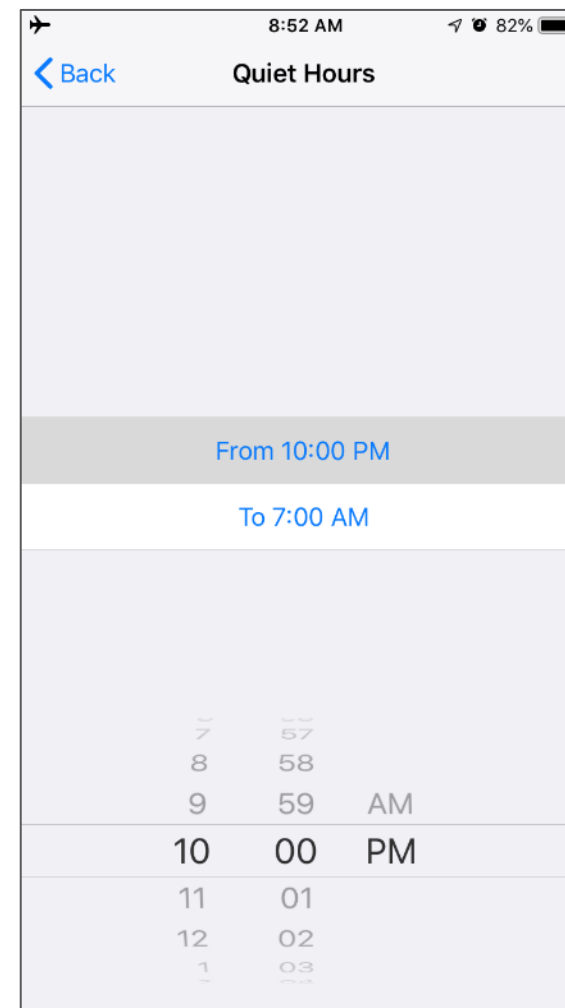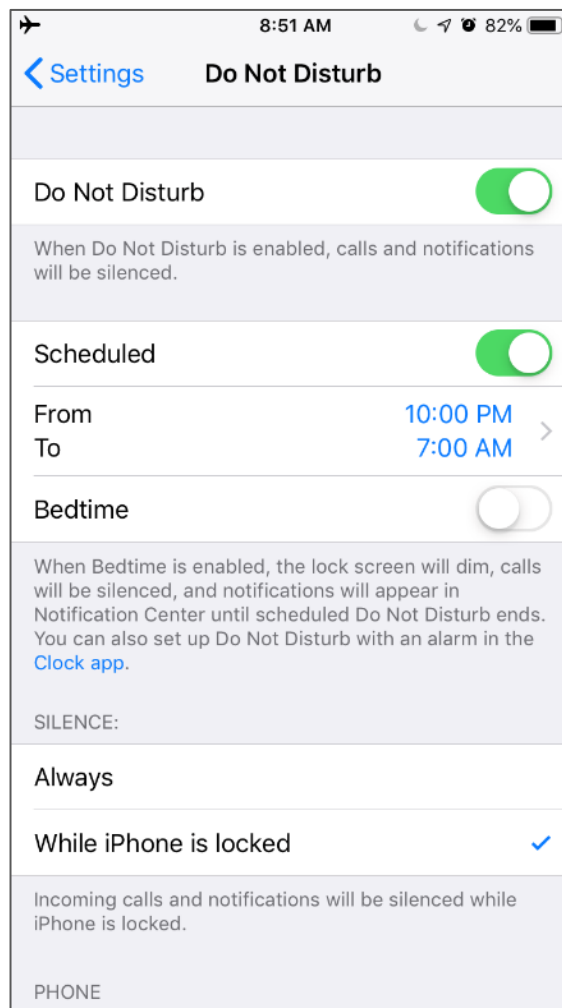
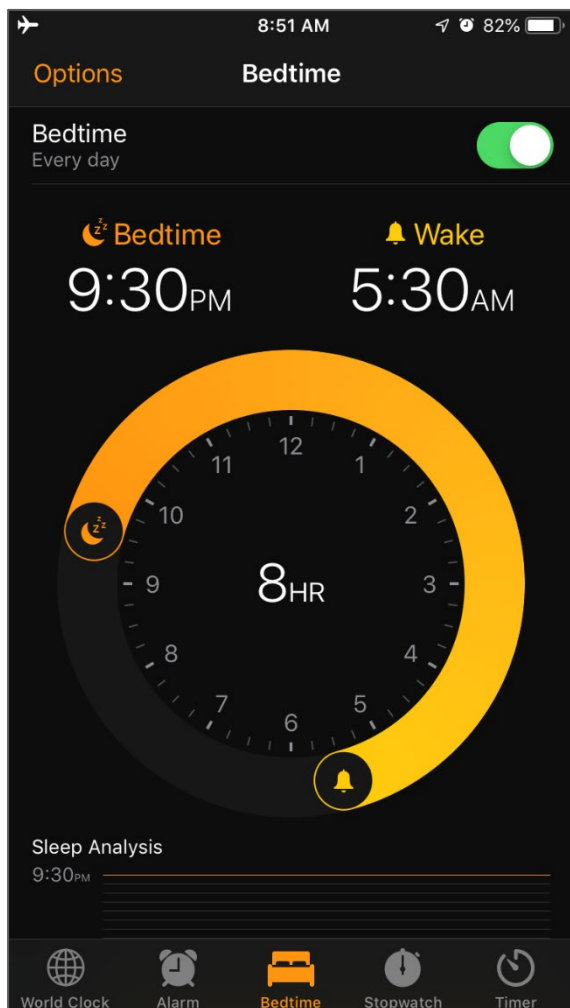- If "on-call" or working to meet deadline, have clear start and end time/date

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- Do not sleep with cell phone in bedroom
  - Utilize "bedtime," "downtime," and "night shift" features on smartphones
  - Do not check work messages first thing
  - Acquire standalone alarm clock
- Are there other standalone devices we can use to avoid overreliance on smart phones?
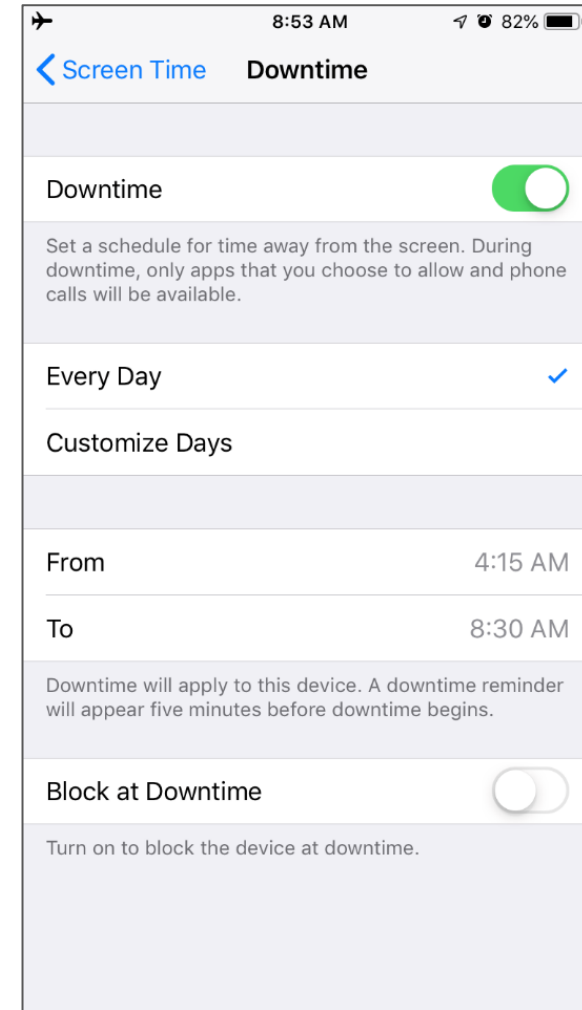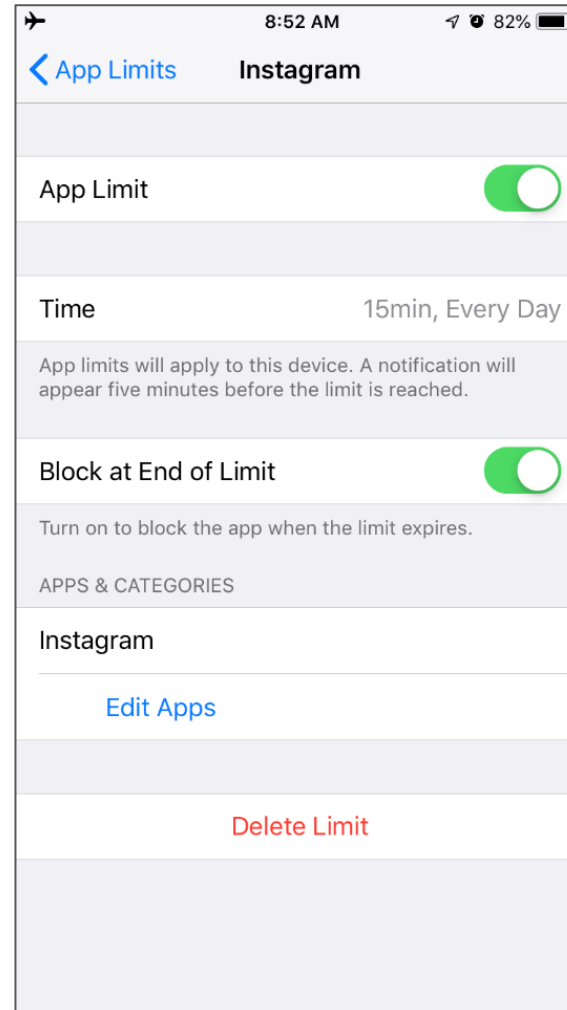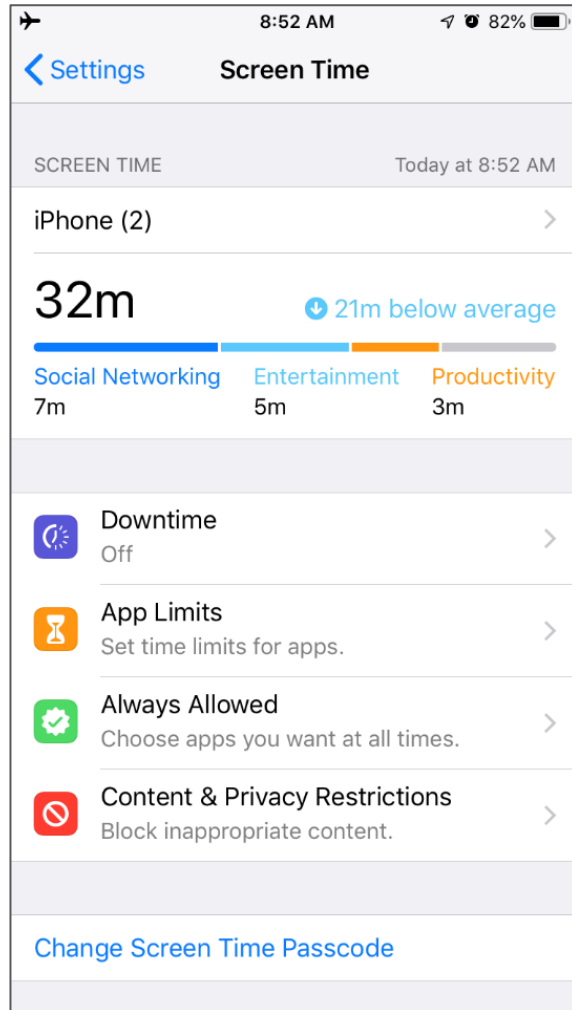 - Calculator
  - Notepad

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BOUTIQUE

Night Shift / Autoreply