

## IDENTIFYING INTERRUPTIONS CHECKLIST

This free checklist will help you to identify the key areas that cause the most disruption to your productivity. By answering the questions in this checklist you are able to identify out of the six key areas which ones and what causes the most disruption to your productivity.

### Ask Yourself

### Aspects to Change

### How to Achieve this

**My behavior:** assess how your current behavior allows or prevents you being interrupted.

- Do I lead by example?
- When I say 'No' to an interruption is it acknowledged?
- Do I set myself reminders so that my attention can be focused on a specific task knowing that I won't forget others?
- When handling call-backs do I set aside a time slot during my day?
- Am I assertive enough when wishing to close a call or situation?
- Do I allow interruptions to divert my attention –
  - Incoming emails
  - Text messages
  - Phone calls
  - Social networking
  - Diary changes
  - Team issues
  - Third party issues

**Access to Information:** evaluate how well you know who to ask for, where to find and how to access the most accurate data and facts.

- Am I familiar with the department and my own filing system?
- Do I have a list of which people can provide me with the types of information I require?
- Do I know what reports and data are available to me?
- Are the notes I take and keep informative?
- Do these notes contain sufficient detail that reasoning of past decisions can be easily discerned from them?

## Managing Interruptions Checklist

<p><b>Protected work periods:</b> review how well you protect those periods of times within your schedule when you need to work uninterrupted.</p> <ul style="list-style-type: none"> <li>• Do I close down your email?</li> <li>• Do I put your mobile/iphone on silent?</li> <li>• Do I have a 'closed-door' policy? Is it adhered to?</li> <li>• Are my team aware of when and what these periods mean?</li> <li>• Do I use this time to focus on a single task that I want to complete or attain the progress target I set myself at the start?</li> </ul>		
<p><b>Emails &amp; Written reports:</b> consider how well you manage this a method of communication from both the aspect of emails you send and those you receive.</p> <ul style="list-style-type: none"> <li>• Have I allocated specific times throughout my day to send and answer emails?</li> <li>• Is the content of ever email I send or report I write concise, appropriate and have a clear message?</li> <li>• Do I only send or copy emails or reports to those who '<i>really</i>' need to be informed?</li> <li>• Is the subject of my email clear and informative in relation to its contents?</li> <li>• Am I mindful when using 'reply all' if it is really necessary for you to do so?</li> <li>• Do my reports present the information in a clear and structured manner with an informative summary?</li> <li>• Do I use tags such as 'urgent' only when '<i>truly</i>' appropriate?</li> </ul>		
<p><b>Meetings:</b> gauge how well you present and manage your own meetings. Also judge the effective use of your time when you attend others meetings.</p> <ul style="list-style-type: none"> <li>• Your meetings:             <ul style="list-style-type: none"> <li>▪ Do I always set a time frame for my meetings?</li> <li>▪ Does each meeting have a clear objective and timed agenda?</li> <li>▪ Are the 'right' people in attendance?</li> <li>▪ Following my meetings are accurate minutes and action lists produced and distributed in a timely fashion?</li> <li>▪ Do all attendees know the contribution they bring to the meeting and what is expected of them?</li> </ul> </li> </ul>		

## Managing Interruptions Checklist

<ul style="list-style-type: none"> <li>• Other meetings:             <ul style="list-style-type: none"> <li>▪ Do I ask myself if I need to attend and if so what contribution I can make?</li> <li>▪ Do these meetings demand significant time to prepare for? Is this appropriate for my role?</li> <li>▪ Are the minutes and actions communicated quickly &amp; accurately?</li> </ul> </li> </ul>		
<p><b>Team members and other colleagues:</b> assess the extent to which other individuals disrupt your productivity.</p> <ul style="list-style-type: none"> <li>• Your team:             <ul style="list-style-type: none"> <li>▪ Are my PA &amp; I a good team? Have I defined a specific time of day when we work through diary and in-tray?</li> <li>▪ Have I told my team that at certain times I'm not available to them and why?</li> <li>▪ Have I given clear briefs when delegating so there is no need for the individual to keep on asking for clarification?</li> <li>▪ Does the format of the reports I ask provide the data I need?</li> <li>▪ When mentoring a team member have I set up structured times when I am available to them?</li> <li>▪ Do I allocate sufficient time to monitor and observe my team so that I am able to anticipate problems?</li> </ul> </li> <li>• Other colleagues:             <ul style="list-style-type: none"> <li>▪ Do I consider other ways to ask or inform others before I go and interrupt them?</li> <li>▪ Do my colleagues show consideration of my time?</li> <li>▪ Do I allocate sufficient time to network with my colleagues to ensure I am in touch with all key organizational issues?</li> <li>▪ When liaising or working with third parties have I made my requirements and expectations clear?</li> <li>▪ How well do I monitor third parties contributions and work?</li> </ul> </li> </ul>		