

PERSONAL PRODUCTIVITY

Effectively Handling Interruptions

Accelerating Excellence
Podcast Episode #23

THE DRIFTER	THE DESIGNER	THE DRIVER
Too much flexibility and too little structure.	Balances structure and flexibility.	Too little flexibility and too much rigidity.
Goes wherever the day takes them. No daily goals or plan.	Has a focused plan for the day but leaves 'white space' to address emergencies, seize opportunities and build relationships.	Keeps head down to get through task list. Misses opportunities and becomes frustrated with interruptions.

HANDLING INTERRUPTIONS – 4 QUESTIONS

1. Will this interruption help me achieve my priorities?

Keep in mind your high-value tasks, tasks that help you accomplish your goals. Don't just automatically give your full attention to the interruptions that are secondary to your primary, high-value priorities.

2. Do I have to do it?

Are **you** the one who should be addressing the interruption? Keep this principle in mind: *Only do what only you can do.* You are more valuable focusing on your high-value tasks and delegating the rest.

3. Do I have to do it now?

Just as an emergency room **triages** a patient to assess the urgency and severity of the issue in relation to other patients, you should triage interruptions in relation to your other priorities.

4. Have I asked enough questions?

Rather than simply dive into the new request, inquire about time-frame and amount of detail needed.

"The things that matter most should not be subject to the things that matter least."

- Goethe