



2016 Primerus Global Conference **October 13 – 16, 2016**

Tame the Digital Chaos – Distraction, Time, Task & Email Management for Legal Professionals

Saturday, October 14, 2016 (11:00 a.m. – 12:00 p.m.)

Presented by:

Paul Unger – Affinity Consulting Group (Columbus, OH)

Today lawyers are constantly distracted by technology, connectivity, and information overload ... email, instant messaging, social media, phone calls, interruptions, etc. These distractions cause very smart people to underperform. Too many time management seminars simply ignore the advantages and evils of technology. In this session, you will learn how to take back control and own your technology instead of it owning you – with distraction management techniques and practical time, task & email management methodologies that let you regain control of your day.

9:00 – 9:30

- Is Technology Your Servant?
- Combatting Attention Deficit Trait and Distractions
- Managing Client and Office Interruptions and Fires
- Managing Client Expectations with Electronic Communication

9:30 – 10:00

- Email Management
- Task Management
- Managing Delegated Items
- Weekly Review of Responsible Matters, Deadlines, SOL Reports, Billable Time



Distraction, Time, Task & Email Management

Taming the Digital Chaos

Affinity Consulting

Paul J. Unger, Esq.

punger@affinityconsulting.com

Instagram: pauljunger

Technology **your** Servant?

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

145

emails

10

telephone calls

20

walk-ins

50

text messages

20

**email or internet
curiosity breaks**

245

480 ÷ 245

1.96

minutes



Technology Distraction
Attention Deficit Trait



Why Smart People Underperform

**15 minutes
per interruption**

2007 Microsoft Study

4 x per hour

40% never
returned to **Task**

2010 Microsoft Study

Multi-tasking

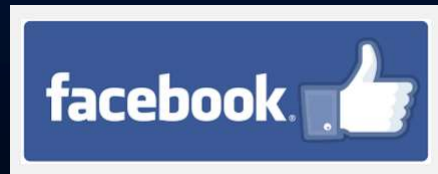
Good?

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



BBC NEWS

'Infomania' worse than marijuana

Workers distracted by email and phone calls suffer a fall in IQ more than twice that found in marijuana smokers, new research has claimed.

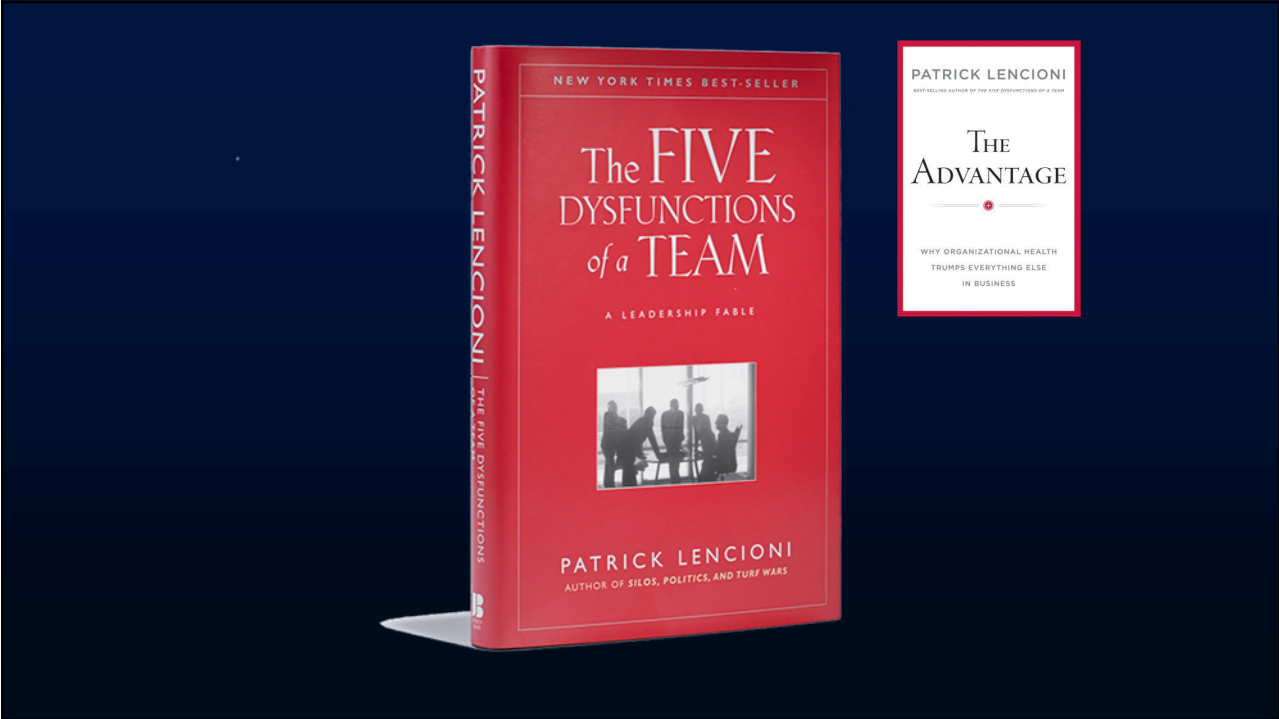
(King's College, 2005)



Combating Technology Induced Attention Deficit Trait

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





Personal Health

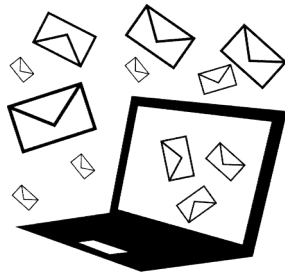




2. Attention Management Skills



Write Down the Most Chaotic Environment for You to Work



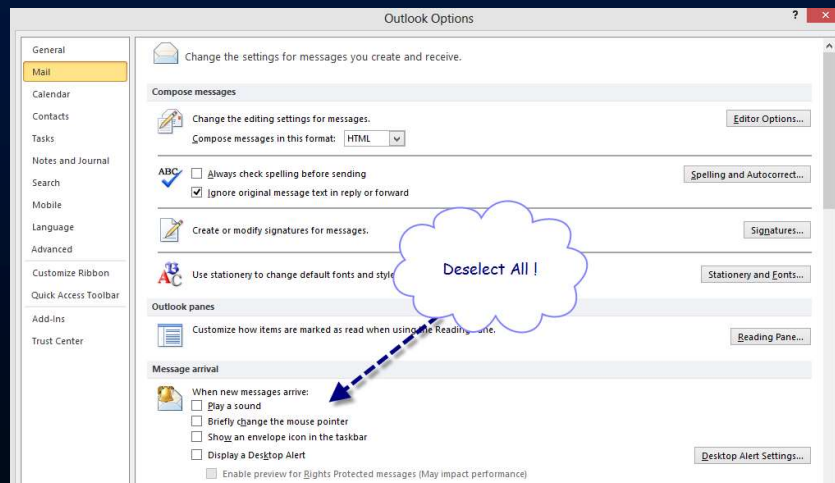
**Don't Operate in Email ...
Operate from Task List or Calendar**



Turn Off all Notifications

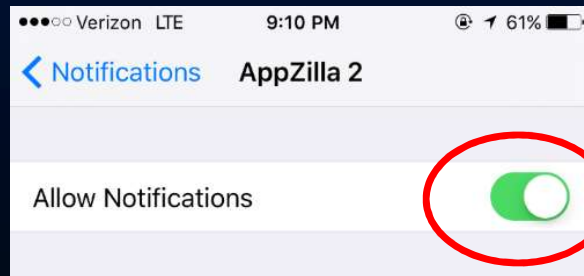


Turn Off Notifications - Outlook File > Options > Mail



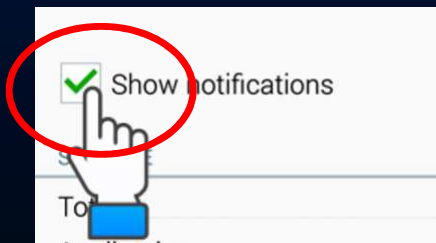
Turn Off Notifications – iPhone

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



Turn Off Notifications – Android

Settings > Applications >
Application Manager
Select Desired App

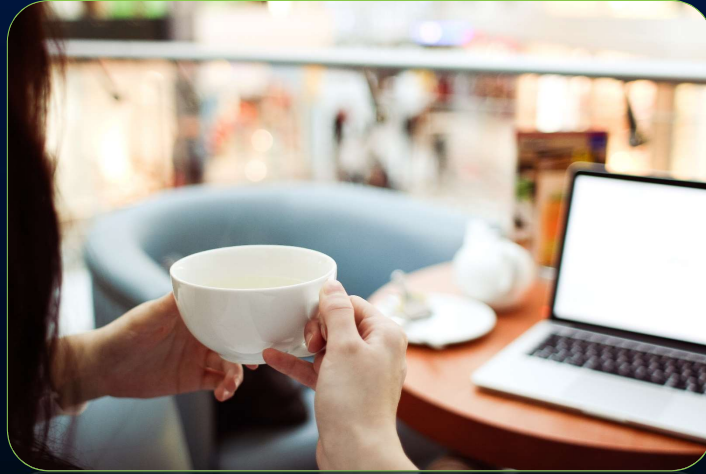




Carl Franklin
[www. http://mtcb.pwop.com/](http://mtcb.pwop.com/)

Create Rituals & Checklists

(like a morning ritual)

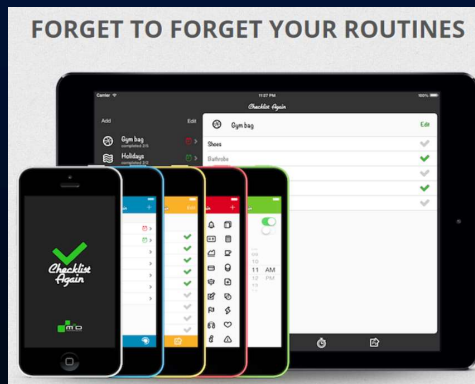


Create AM/PM Rituals

iPad/iPhone App

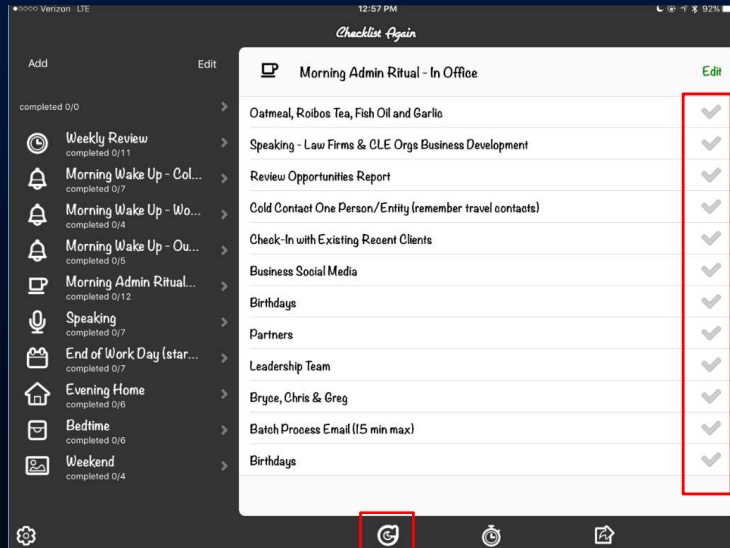
Simple Checklist

(iTunes/iPad App Store)



Create AM/PM Rituals

iPad/iPhone App



**On Busy Days, Do Not Check
Email until 10 am?**

Limited Do Not Disturb
No Communication Devices

NOT All Day!!!



Do “Huddles” in the AM with
Team Members

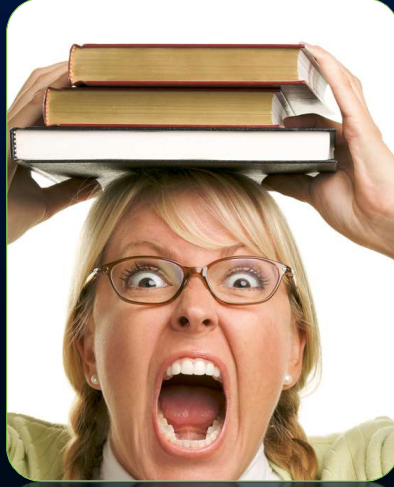


Are you Enabling or Empowering?

**Have a Problem? ... Better
Have a Solution with it!!**



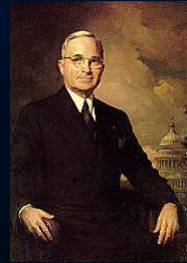
Office-Drama is a Time Suck!



70% of communication is body language & tone ...



**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

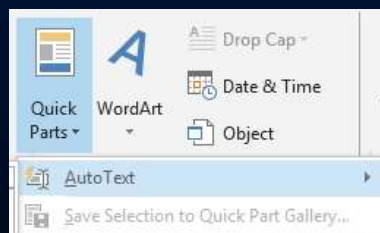
Help! My Inbox is Exploding!



"You should check your e-mails more often. I fired you over three weeks ago."

Email & Task Game Plan

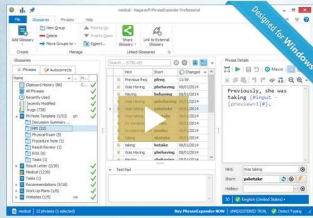
Use Autotext for Repeat Responses



Use Templates for Repeat Responses

Perfectly fit for medical doctors, customer care and IT specialists, and sales teams
and **LAWYERS**

PhraseExpander makes data entry easy, fast and accurate for doctors and customer care specialists.



Enjoy the magic of instantly pulling up the texts you use often by typing a keyboard shortcut.

Stop retyping the same texts over and over, or hunting around for them all over your documents.

Store in PhraseExpander all the phrases you use often, and get them at the touch of a button.

[START YOUR FREE TRIAL NOW](#)

Works in all applications

Batch Process Email



3 Minute Rule



Touch it Once



THE 4

D's

THE 4 D's

Delete

Do

Delegate

Delay

Email Rules - Delegated Items



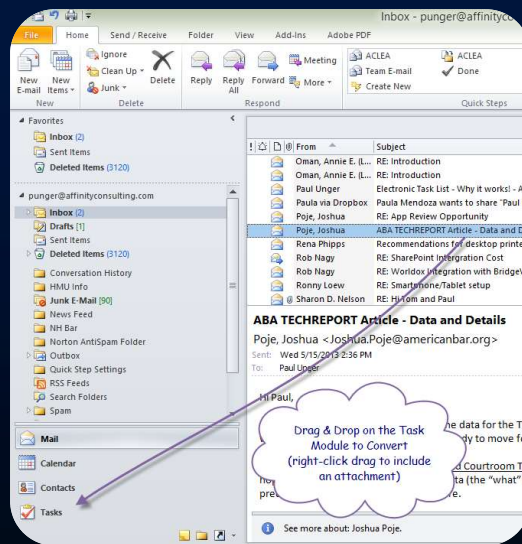
**Delayed Email
& Task
Management**



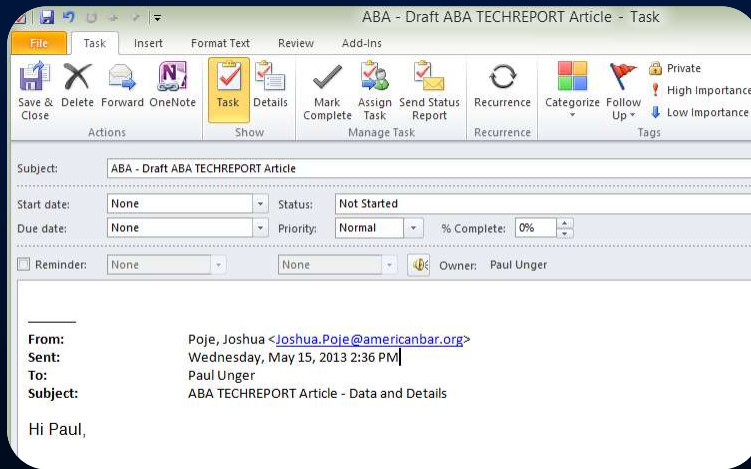
1 Record the Task/To Do



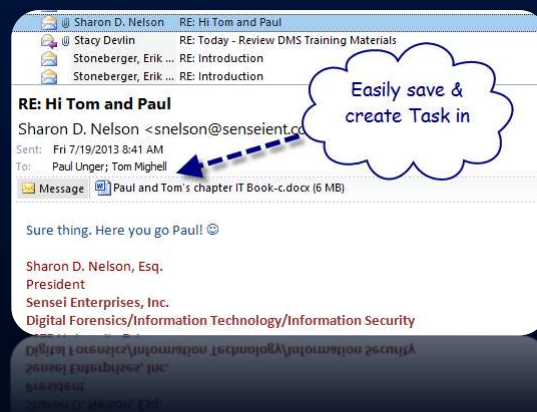
Create Task from Email



Create Task from Email



Great for Converting Emails with Info, Hyperlinks or Attachments!



2 Docket the Deadline on Calendar/PM Software

Reina Williams	MC				0/202							
Reina Williams	KEB, MC, TRI				0/192							
Reina Williams	MC				0/192							
Reina Williams	MC				0/191							
Reina Williams	KEB, MC, TRI				0/189							
Reina Williams	MC				0/185							
Reina Williams	MC				0/184							
Reina Williams	KEB, MC, TRI				0/182							
Reina Williams	MC				0/182							

Navigation buttons: Home, Date Info, Docket Report, Task, Calendar, Internal Email

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

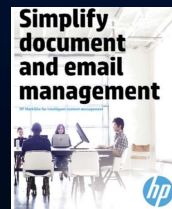


4

File the Email



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



Task Management



Tasks Come from Many Sources



Electronic/Program Based Task Lists



Siri



Wunderlist

(owned by Microsoft)



Introducing **Wunderlist 2**

Wunderlist is here to help you get things done.
Whether you're planning an overseas adventure, sharing a shopping list with a loved one or simply keeping track of your daily to-dos.

Managing the Master Task List

To do list

- 1.
- 2.
- 3.
- 4.

Name	Complete	Status	Resources	Priority
your outline the examples you will use to illustrate, substantiate or	0%	Created	Olivia Norman, Paige	High
check how requirements dictate support	0%	Created	Chris Lee, Christina V	Normal
in what other forms of support can add value	0%	Created	Drew Whitaker, Jan V	Low
to backup details and plan	0%	OK	Ed Arnold, Heidi Sam	High
y details of examples, stories, statistical support, etc.	0%	Open	Donna Leubetter	Normal
test: run to ensure graphics quality and capability	0%	Open	Chris Lee, Christina V	Highest
are you know what your graphics production capability is	0%	Open	Donna Leubetter, Ja	Normal
writing deadlines	0%	Waiting	Ed Arnold, Eleanor V	Normal
complete your delivery script	100%	OK	Chai-Lee	Normal
Refine graphics to get best effectiveness	0%	Created	Ed Arnold	Low
Review/test visual aids	30%	Open	Ross Kline, Jan Witz	Low
Transform the concepts from your story board to complete graphics	0%	Open	Jack Grabowski, Elea	High
moves one o	0%	Created	Sue Tomlins, Paige J	Normal
Category: Stage				
Again determine what the requirements call for	0%	Created	Sue Tomlins, Paige J	Normal
Arrive at the meeting room enough in advance to check it out on-site	0%	Created	Christina Wirth	Normal
Check out the meeting facility	0%	Open	Ross Kline, Jan Witz	Normal
Identify and list in detail all staging requirements	0%	Created	Chris Lee, Christina V	Normal
Make sure all presenters know how to use AV equipment correctly	0%	Created	Gabriela James, Ed	Normal
Rehearse-practice-practice-each-line-getting-tough-feedback-and	100%	Cancelled	Donna Leubetter	Normal
Prepare for rehearsals	0%	Created	Ross Kline, Jan Witz	Low
Test all parts of the presentation	0%	Open	Chris Lee, Christina V	Normal
Track and control costs and schedule to ensure you're staying on course	0%	Created	Ed Arnold, Jack Grab	High
Use video and speaker coaching to polish your performance	0%	Waiting	Gabriela James, Ed	Low
Verify all audio-visual equipment will be available and working	0%	Created	Gabriela James	High



Daily Tasks

Short List



Long List



Calendar

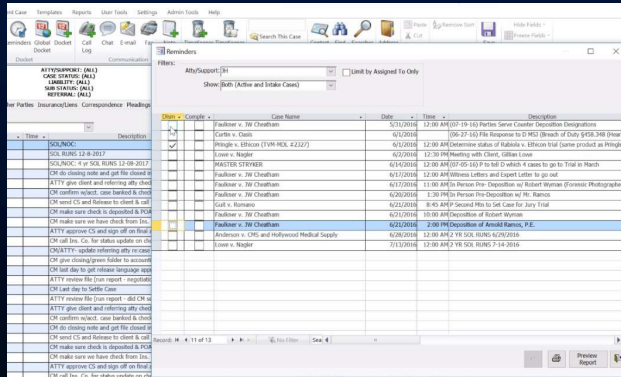


Out of Sight ... Out of Mind

So Paper is OK???



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!



Once-a-Week Deep Review (performed weekly)

