

CHALLENGES, CHANGES & CURES

**IMPROVING EFFECTIVENESS
BY OVERCOMING WORK &
INFORMATION OVERLOAD**



Baha Habashy & Margaret Habashy

CHALLENGES, CHANGES & CURES

Improving Effectiveness by Overcoming Work & Information Overload

"The challenges facing us in our digital, fast-paced, multi-tasking, and stressful modern world are many. But none is more critical than the challenges of work overload that we all must face every day. This book, offers commonsense, practical, and effective tools for dealing with your overload. I can honestly say that attention to the suggestions offered could save your life. It can certainly help you achieve a greater sense of fulfillment and accomplishment in every aspect of your life."

**Archibald D. Hart, Ph.D., FPPR. Senior Professor of Psychology and Dean Emeritus,
Fuller Graduate School, Author, *Adrenalin and Stress***

"There are many books written to help us manage our time and priorities but not all of them fit the lock. This one does. ... It is my privilege to train Life Coaches and I will be including this book as a vital part of the curriculum for anyone who is serious about taking charge of their life and impacting others."

Warwick Cooper DMin, President, Compass Coaching International

"The Habashys provide an outstanding insight on the epidemic of information and work overload. This book absolutely motivates! It gives you hope that you can tackle this overwhelming issue we all are wrestling with.

Pauline Maddeaux, CA, Manager, IBM Canada, Business Controls

"...an outstanding job of mixing practical, pragmatic, and theoretical solutions to common struggles and issues faced by all of us. This book provides gripping, first-person examples; tried and tested solutions; and actionable, personal worksheets all in one place."

Ken J. Bates, SPHR, Chair, Department of Business & Economics, Houghton College

More with less is the new personal and corporate economic reality. This book will help you meet the challenge to improve personal effectiveness without sacrificing your quality of life. This book is for leaders and knowledge workers who want to improve corporate and personal effectiveness by overcoming the pitfalls of work and information overload. Based on the successful **Overcoming Overload Workshop** this practical book is a toolbox of thoughts and tips supported by diagrams, exercises, templates, and discussion questions. Use the resources of this book and refer to the action plan for personal and team growth. You will learn how to:

- Filter and prioritize the many roles you play
 - Develop personal controls that will help you improve and collaborate
 - De-clutter to simplify and overcome information overload
-



Baha Habashy & Margaret Habashy

For over thirty-five years Baha Habashy and Margaret Habashy have partnered in life. They bring their years of experience in knowledge management, library science, healthcare, and consulting services to clients, as large as multi-nationals and as small as local charities, helping organizations, leaders, and knowledge workers face the challenge to improve effectiveness by overcoming work and information overload.

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BOOK DESCRIPTIONS

More with less. This is the new personal and corporate reality we all must face. As individuals, if we are to maintain or improve our quality of life we have to improve our personal productivity without sacrificing our wellbeing and work-life balance.

This book is for leaders and knowledge workers who want to improve corporate and personal effectiveness by overcoming the pitfalls of work and information overload.

Based on the successful **Overcoming Overload Workshop™** this is practical resource book of thoughts and tips supported by diagrams, exercises, templates, and discussion questions. Refer to the action plan for personal and team growth. Through it you will learn how to:

- * **Filter and prioritize** your many roles, responsibilities, and relationships
- * **Develop personal controls** that will help you communicate, delegate, and collaborate more effectively while overcoming the causes of e-mail and meeting overload
- * **De-clutter to simplify** and overcome the causes of work and information overload

As your work and life changes, this book will remain a companion that you can refer to in response to your changing roles. It is toolbox that you can use to help friends, colleagues, and others who look to you for leadership.

This practical book brings together:

- * Real life stories you can relate to
- * Examples, tips, and templates that you can easily personalize
- * Commonsense principles and easy to follow processes that you can use to chart your own course to improved effectiveness and enhanced work-life balance.

This book bring together the wisdom and experience of more than seventy respected authors and thought leaders. Through its pages you will find tools for self-directed coaching and resources to help you be the effective coach and leader you need to be.

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REVIEWS

“The challenges facing us in our digital, fast-paced, multi-tasking, and stressful modern world are many. But none is more critical than the challenges of work overload that we all must face every day. This book offers commonsense, practical, and effective tools for dealing with your overload. **I can honestly say that attention to the suggestions offered could save your life.** It can certainly help you achieve a greater sense of fulfillment and accomplishment in every aspect of your life.”

Archibald D. Hart, Ph.D., FPPR

Senior Professor of Psychology and Dean Emeritus, Fuller Graduate School, Author, *Adrenalin and Stress*

“The Habashys provide an outstanding insight on the epidemic of information and work overload. This book absolutely motivates! It gives you hope that you can tackle this overwhelming issue we all are wrestling with. How? By providing content in a straight forward, easy-to-understand manner, demonstrating reader-friendly tools and techniques that tackle the issue, and sharing others’ experiences and approaches through inspirational testimonials.

I found I couldn't stop reading as each page provided more clarity on triggers/drivers of information and work overload, but also direction and hope to do something about this hole we have gotten ourselves into. The outcome being our own salvation with much better health and sanity, well balanced relationships with all those we hold near and dear, and a more enjoyable and productive life!”

Pauline Maddeaux

Manager, IBM Canada, Business Controls

“This book could not have come at a better time than this, to our ‘rat race’ work culture. I have no doubt that this book will be a “soothing balm” to many stressed individuals. **It inspired us to enjoy a happy life by not allowing phones or e-mails or meetings to dictate the “set priorities”** of our life. In so doing, the productivity in each of the readers is sure to rise sky high!”

Ravi Chandran

Manager – Promotions, Living Truth Television

“Baha Habashy and Margaret Habashy have provided a service to busy managers everywhere by pulling together wisdom from over forty thought leaders on workplace and personal effectiveness to advance their concept of Maximum Impact for Good. They’ve done **an outstanding job of mixing practical, pragmatic, and theoretical solutions to common struggles and issues faced by all of us.** This book provides gripping, first-person examples, tried and tested solutions, and actionable, personal worksheets all in one place. As advances in technology accelerate information flow and the pace of our work, this book will only increase in value to any responsible executive.”

Kenneth J. Bates, SPHR

Chair, Department of Business & Economics, Houghton College

“Challenges, Changes & Cures offers a blend of food for thought, practical, easy-to-implement tips for putting time savers into practice, and provocation to better define and manage roles and resources. One risk of battling upstream against overload for a protracted period is that it comes to feel like the norm. This book illuminates alternatives that otherwise may remain ignored and it is definitely worth the read.”

Rudy Carson

President, IDM Research Inc.

“I like how this book flows. The combination of thoughts, references, exercises, and comments are very helpful in guiding the reader to recognize his or her strengths and weaknesses. The section on setting SMART goals was particularly interesting. The personal action plan is a perfect finish. This allows me to focus on certain areas where I need to improve and actually make changes.”

Bill Simpson

President, Supply Chain Systems

“This book is about dual ownership and empowerment. Employees must be empowered to take ownership on controlling one’s environment. Employers must take ownership and prioritize their leadership roles. The balance and responsibility must be collaboratively shared.”

Ron Kaczorowski

Former Chairman – Kensington Health Centres

*“As a pastor and coach who works with a lot of people, I see the challenges so many people deal with in effectively managing the numerous demands they face in a hectic and fast-paced society. Not only is it the individual who suffers the physical and emotional consequences; there are significant costs in the damage to family members, friends, and others as well. **Baha and Margaret have walked through that journey** and offer insightful and practical tips that can guide you to establish healthy and effective attitudes and habits to help make the long-lasting changes you need most.”*

Jeremy Tao

Pastor, Cornerstone Community Church

*“I needed help with information overload and I got just the help I needed through this book. As I worked through this book, it has been invaluable to be able to name what I do for a living, recognizing it as part of the Information Age we now live in. One extremely novel approach the Habashys suggest is to define your job not on what you do but by what we are expected to *be*, since we are *human beings*, not *human doings*. ... This is very confrontational for a knowledge worker like me who may well pride myself on what I know.*

I highly recommend reading this book, with paper and pencil in hand, to put into practice the wisdom found on its pages.”

Lisa Anderson-Umaña

Director of Leadership Development, Christian Camping International

“An outstanding book to read, especially in our overloaded world! As demonstrated by the authors’ personal experience, it recognizes and reconfirms our need for action plans to change our behaviour, not only for our own betterment, but to benefit our loved ones as well. It also provides easy-to-follow cures and tools by utilizing personal strategy exercises. This is a great reference book and definitely motivates you to reflect on changing one’s workaholic lifestyle.”

Dorota Liszewski

**Director Business Information Solutions and Program Management Office,
Gamma Dynacare Medical Laboratories**

“There are many books written to help us manage our time and priorities but not all of them fit the lock. This one does. While I found the opening remarks on the Challenges to be insightful, I particularly appreciated the part on the Cures—sound advice with enough step-by-step detail to help me arrange my life to make it better. It is my privilege to train Life Coaches and I will be including this book as **a vital part of the curriculum for anyone who is serious about taking charge of their life and impacting others.**”

Warwick Cooper, DMin

President, Compass Coaching International

“As ‘knowledge workers’ travelling on our global information highway fraught with real and potential pitfalls and potholes, this book contains gems of wisdom on every page—it’s a treasure trove filled with insightful analyses, voices of experience, lifestyle challenges, and practical and sound applications. The authors write with clarity and precision, providing an invaluable resource and toolbox to empower ‘knowledge workers’ who want to make maximum impact in one’s career while maintaining work-life balance.”

Andrew Lau, PHD

Lead Pastor, Cornerstone Community Church

“It is so important to feel in control rather than feeling controlled, or worse out of control! Trying to find and strike a balance between personal and professional demands is a never ending quest. I have come to learn that life is just a series of adjustments—just when you think you have it figured out, the rules change and you need another adjustment.

To help with these everyday adjustments especially in our workaday world, I would highly recommend this book. Being a very practical ‘let’s get it done’ person, many of the topics with anecdotal nuggets hit very close to home. **The collective wisdom and commonsense solutions make this book an easy read. Brilliant!**”

Robert J. Wells

Manager of Programming and Operations Living Truth Television & Radio

Leaders collaborate

"In business like ours, time is money. Maximizing the effectiveness of time spent is key to our success and profitability. **For this reason I approached this book with interest and was not disappointed.** The book is easy to read. I really liked the exercises which helped me diagnose some areas for improvement. I found the section on filters to be of particular relevance as it provides concrete strategies for assigning priorities and, most important, choosing options where I can be most effective."

Tracey Whitehouse

Chief Operations Officer, TGO Consulting Inc.

"**This book is a must read for every one in our organization** especially our frontline consultants. Our people are highly skilled and much sought after; there is a fine line between working hard and working smart. Following some of the simple lessons highlighted in this book will ensure our employees are happier, more productive and can better service our clients. I highly recommend this book to any knowledge workers looking for ways to achieve a healthy work-life balance."

Orgad Gratch

Chief Executive Officer, TGO Consulting Inc.

"Life continues to ask us to do more with less time. The approach in this book minimizes the barriers that stand in our way to success. **Reading this book is helping me see how I can realize my potential.**"

Steve Ewing

Vice President of Sales & Marketing, TGO Consulting Inc.

Note: The leadership team at **TGO Consulting Inc** has taken our workshop and seeks to practice what we teach.