

Let's take control over interruptions that can eat up precious productivity time in your day! Regarding your typical interruptions over the past week or so, write down who interrupted you and what the nature of the interruption was. Reflect on how you would A-C-T to handle them differently. Then complete this chart to help prepare you for how to handle common interruptions.

Here's an example from one of my client's Interruptions Log:

WHO	WHAT	A-C-T	PROBLEM SOLVE
John	Needed last minute recap of company protocols for his presentation to clients (does this often)	TRIAGE	Train John that I need at least 24 hours to prepare comments for his client meetings. Talk through what his definition of "urgent" is to identify what is truly urgent.
My Sister	Phone call to chat	ACCEPT	Schedule time to talk to her during a break – not in the middle of my focus time
Boss	Multiple emails with work requests	ACCEPT / CURTAIL	Proactively give him status updates. Ask him to indicate prioritization of emails or bundle requests so I can better respond. Set up more regular one-on-one meetings if necessary
Lesley	Request to serve on host committee	CURTAIL	Send to private email and bundle for evening rapid response
Child's doctor	Appointment phone call	ACCEPT	Will take less than 2 minutes

Now fill in yours:

<b>WHO</b>	<b>WHAT</b>	<b>A-C-T</b> <b>(should you Accept, Curtail, or Triage?)</b>	<b>PROBLEM SOLVE at the ROOT CAUSE</b>