



## HIGH TECH HIGH TOUCH SOLUTIONS, INC.

"CREATING HIGH PERFORMANCE SERVICE AND SUPPORT ORGANIZATIONS"

[www.hthts.com](http://www.hthts.com) ~~~ 425-398-9292

*eSharings*: Our contact center and service desk industry newsletter includes resources, tips and techniques. Sign up at [www.hthts.com](http://www.hthts.com) or email us at [SOLUTIONS4U@HTHTS.COM](mailto:SOLUTIONS4U@HTHTS.COM)

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### Resources

**Multi-tasking Ability: Can it reduce turnover and improve job performance?**

[www.ccng.com/files/public/Can-Multi-tasking-reduce-turnover.pdf](http://www.ccng.com/files/public/Can-Multi-tasking-reduce-turnover.pdf)

**Multi-tasking information** [www.brainrules.net/attention](http://www.brainrules.net/attention)

**Did you know? video clip on YouTube** [www.youtube.com/watch?v=PHmwZ96\\_Gos&feature=related](http://www.youtube.com/watch?v=PHmwZ96_Gos&feature=related)

**Promoting the Car Phone, Despite Risks**

[www.nytimes.com/2009/12/07/technology/07distracted.html?\\_r=1&nl=technology&emc=techupdateema1](http://www.nytimes.com/2009/12/07/technology/07distracted.html?_r=1&nl=technology&emc=techupdateema1)

**Media multi-taskers pay mental price, Stanford study shows**

[news.stanford.edu/news/2009/august24/multitask-research-study-082409.html](http://news.stanford.edu/news/2009/august24/multitask-research-study-082409.html)

**Is Multi-tasking more Efficient? Shifting Mental Gears Costs Time, Especially when Shifting to Less Familiar Tasks** [www.apa.org/releases/multitasking.html](http://www.apa.org/releases/multitasking.html)

**Multitasking: Brain Drain or Boost in Efficiency?**

Be sure to watch the video on this webpage to see how we "don't" notice details when multi-tasking.

[www.sciencebuddies.org/science-fair-projects/project\\_ideas/HumBeh\\_p022.shtml](http://www.sciencebuddies.org/science-fair-projects/project_ideas/HumBeh_p022.shtml)

**Funny multi-tasking picture** [www.ahajokes.com/crt080.html](http://www.ahajokes.com/crt080.html)

**Cartoons on multi-tasking:** [www.cartoonstock.com/directory/M/Multi-tasking\\_gifts.asp](http://www.cartoonstock.com/directory/M/Multi-tasking_gifts.asp)

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### Home Work Assignment

1. Drive from home to work and back and don't use your cell phone once.
2. Be fully present and stop everything you are doing the next time someone comes to your desk to speak with you. How did it feel to you? How did it appear to work for them?
3. Measure the time it takes you to do two separate tasks independently, then do them at the same time and see which ones you can do with the least impact on your productivity.
4. Count the number of people talking on their cell phone or texting on your way home or to work.