

# We'll eliminate interruptions together!



We'll use this as a basis for marking and modifying the ground rules for brain work that are suitable for our workplace.



## Managing interruptions

- We'll agree on which signs to use in situations when interruptions disturb us.
- We'll agree on times when we can discuss things and interrupt each other and how much uninterrupted working time we can schedule into our diaries.
- We won't interrupt if colleagues have scheduled time in their diary for work that requires concentration, or if they have a do not disturb sign.



## No interruptions allowed!

- We'll schedule slots in our diaries for tasks that require concentration.
- We'll turn off alerts and emails and other notifications.
- We'll turn on busy/not available/do not disturb application modes.
- We'll withdraw to a workspace where others will not interrupt us.
- We'll use agreed signs so that others know not to interrupt us (busy lights, headphones, other agreed signs).



## Need to interrupt?

- We'll consider whether we can come back to the issue later.
- We'll make a note of the issue and collect a few questions before interrupting at an appropriate time.
- We'll send an instant message or ask in some other agreed way if and when we can interrupt.
- We'll wait a moment for our colleague to finish what they are doing and only then ask if we can interrupt.



## Bad time to interrupt?

- We'll ask the person to reserve or arrange a time to look at the issue together.
- We'll ask the person to wait a moment so that we can get to a suitable point in our task.
- We'll note where we are in the task and mark it somehow (e.g. cursor, sticky note, keyword) so that we can continue after the interruption.



## Our rules: