

Taking Control of Technology in an Always Connected World

Dear All,

Thank you again for attending UnPlug's presentation as part of the ACESA speaker series.

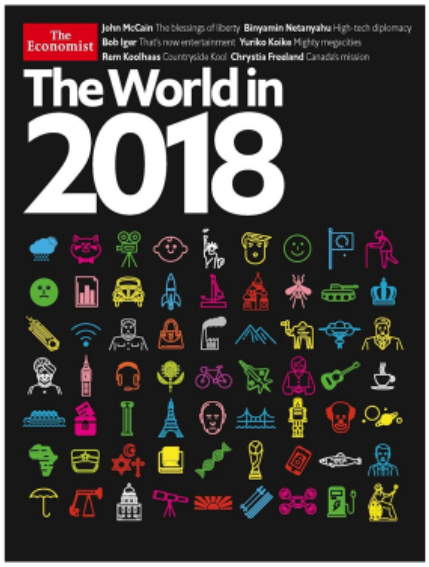
Enclosed you will find a summary of the slide deck, with links that offer a deeper dive into the material we discussed. In addition, many links will take you through the specifics for making changes to your digital technologies.

If you have questions on any aspect of the material, or if I can be of any further support in the future, please do not hesitate to reach out anytime.

Best Wishes,

Aidan Healy
UnPlug Co-Founder

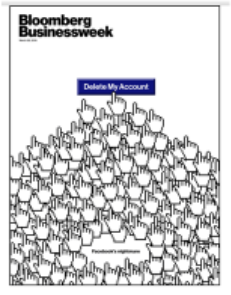
E: aidan@unluqhq.com
T: +353 1 485 2923
W: http://www.unplughq.com



"The year of the techlash....."



















https://pulse.microsoft.com/uploads/prod/2018/04/Work-Productivity-Digital-Culture-your-competitive-advantage-Full-research.pdf

Microsoft recently published a report titled "Digital Culture: Your Competitive Advantage". While the report covers a lot more than the people side of technology usage, it is a good place to start to learn more about developing a positive culture in your team.

As you would expect, most of the solutions in the report are Microsoft products…… but I particularly like page twelve where they state, 'Questions to Ask'. I have adapted and listed some of the questions below.

Exploring these questions, in your own team or office environment, can be a good place to begin a conversation.

Questions to ask… in order to help people feel productive and engaged;

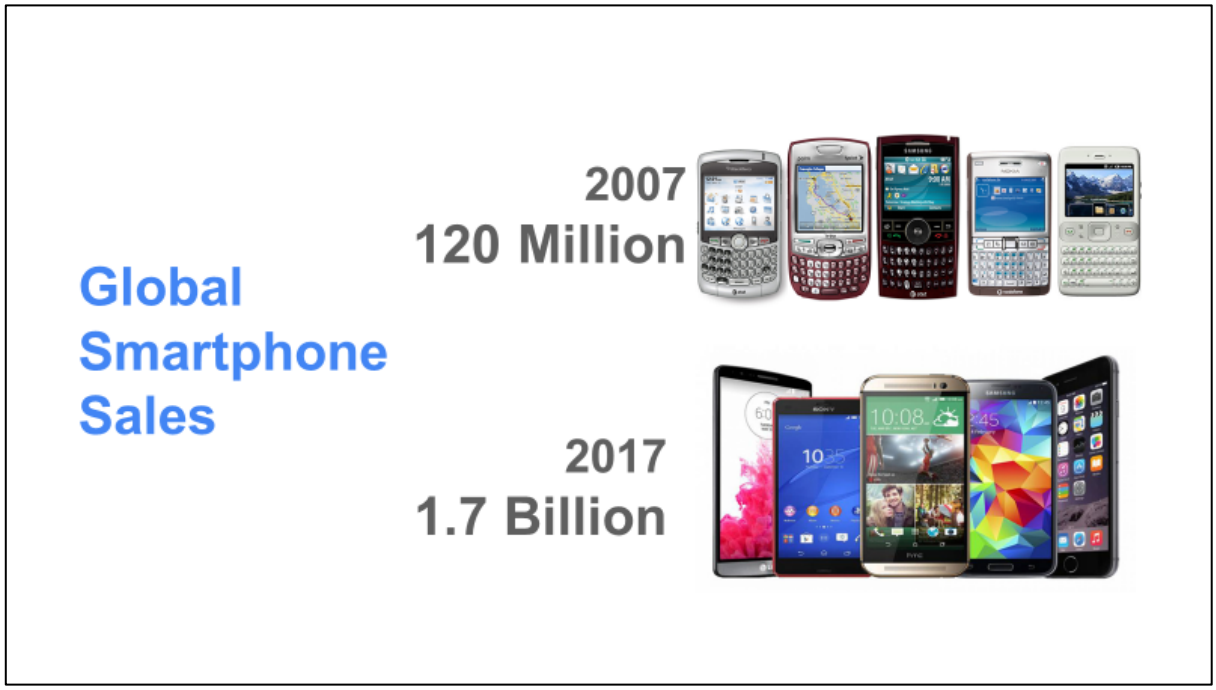
1. Does your team have a set of principles for how technology should be used e.g. Is there a shared understanding of appropriate email response times? Do people have a basic understanding and ability to use all work-related technology?

2. Does your team have a clearly defined shared purpose with technology? Would any person chosen at random be able to tell you what it is?

3. How is technology considered within the promotion of team goals? e.g. productivity, health and well-being, communication?

4. What processes do you have in place to measure team satisfaction when it comes to technology usage?

1. Context – What's Changed?

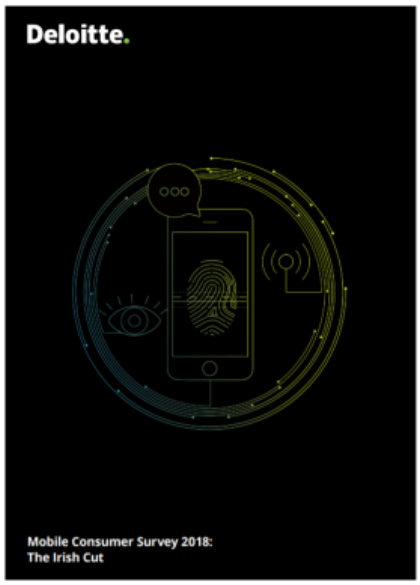


Of course, smartphones were only one element of it. Since the launch of the iPhone in 2007 we have seen the release of tablets, smart televisions, smaller laptops, smart watches and voice assistants.



Most of these products were in their infancy or did not exist in 2007. For those reading on a smaller screen, here's the link to a larger version of the image; https://www.visualcapitalist.com/what-happens-in-an-internet-minute-in-2019/

2.1 Challenges: Tech Time All The Time



56%

of people think they use their smartphone too much

26%

of employees use their smartphone for work activities often or very often for work outside of normal working hours.

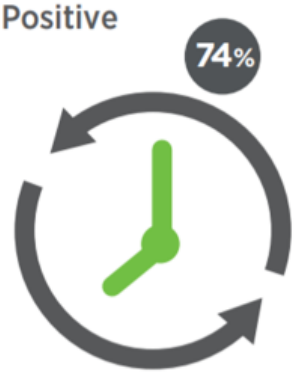
55

Average number of checks per day

CIPD

Health and Well-being at Work Survey 2018

Positive



Enables flexible working

Negative

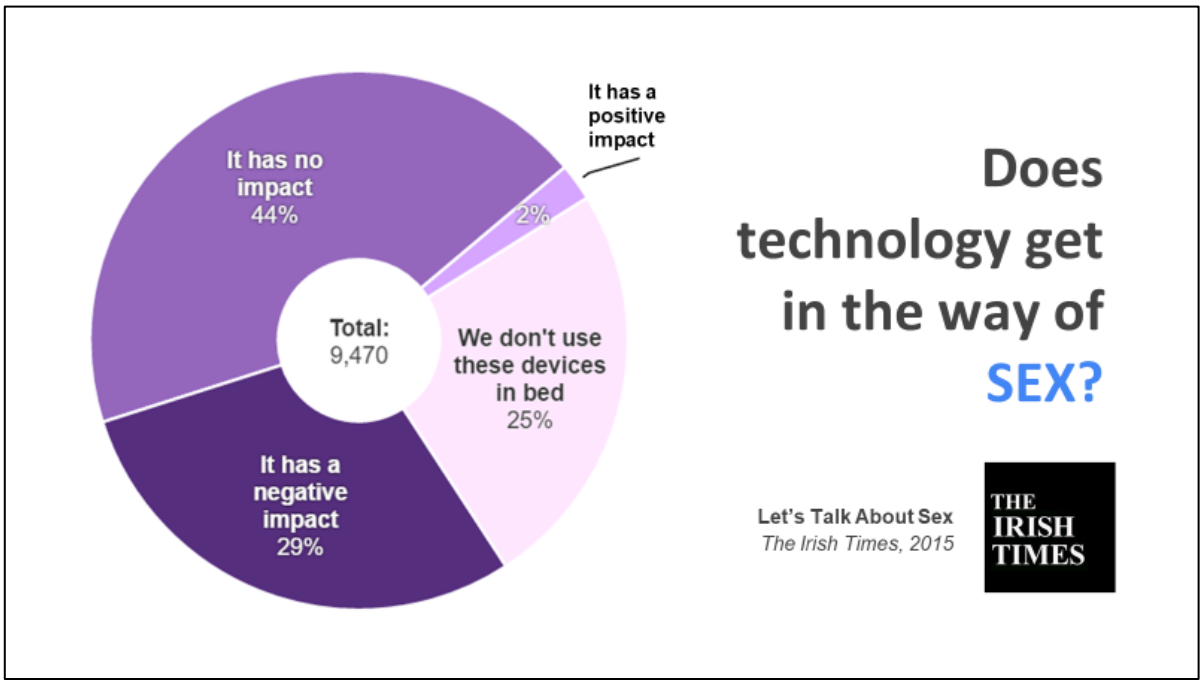


Inability to switch off out of work hours



Accord also have data from 2019 that isn’t published yet but worth noting here.

“Research conducted in Maynooth of over 3,000 clients over two years found that both men and women agreed that social media and technology ‘behaviour’ caused difficulties in marriages and relationships.”. Source; https://bit.ly/2TKPsFN



Two other interesting facts from the Irish Times data;

1) This chart is the average across all age groups. The younger the couple, the higher the percentage of reporting a negative impact.
2) In heterosexual couples, women were more likely to report negative impacts than men.



Government to examine if 'right to disconnect' from emails out of hours would work in Ireland

LAWS TO ALLOW for the right to disconnect, which gives workers the legal standing to avoid work emails outside working hours, will be considered by government, according to Business Minister Heather Humphreys.

The initiative was introduced in France in 2017, mandating companies with more than 50 employees to develop a charter defining employees' right to switch off and setting out the hours when staff are not supposed to send or answer emails.

The French law was prompted by the blurring of the boundary between work and private life by new technology and ways of working.

When asked by Fine Gael's Bernard Durkan if consideration will be given to introducing guidelines regarding the right to disconnect in Ireland, the minister said it would be examined.

Humphreys said an interdepartmental steering group has been formed to investigate flexible practices in the Irish workforce, such as remote working and the attitudes towards such arrangements.

"As part of their work programme, I will ask the Interdepartmental Steering Group to examine the French approach referenced by the deputy. Given the increasing digitalisation of the workforce, I believe it is important from a work-life balance perspective that there are clearly defined guidelines regarding workers' rights to switch off after office hours," she said.

Last year, a business executive at a subsidiary of meat producer Kepak was awarded €7,500 over being required to deal with out-of-hours work emails, including some after midnight, that led to work in excess of 48 hours a week.

At the Labour Court, Kepak Convenience Foods Unlimited Co was ordered to pay former business development executive Grainne O'Hara €7,500 over repeated breaches of the Organisation of Working Time Act.

At the time, employment law expert and solicitor, Richard Grogan told TheJournal.ie that the

THE IRISH TIMES

Government to consider law on right to switch off from work emails

Heather Humphreys says interdepartmental steering group will examine French approach to switching off

The Government is to consider the introduction of legislation which would ensure workers have the right to switch off and no longer feel the obligation to check work-related emails outside office hours.

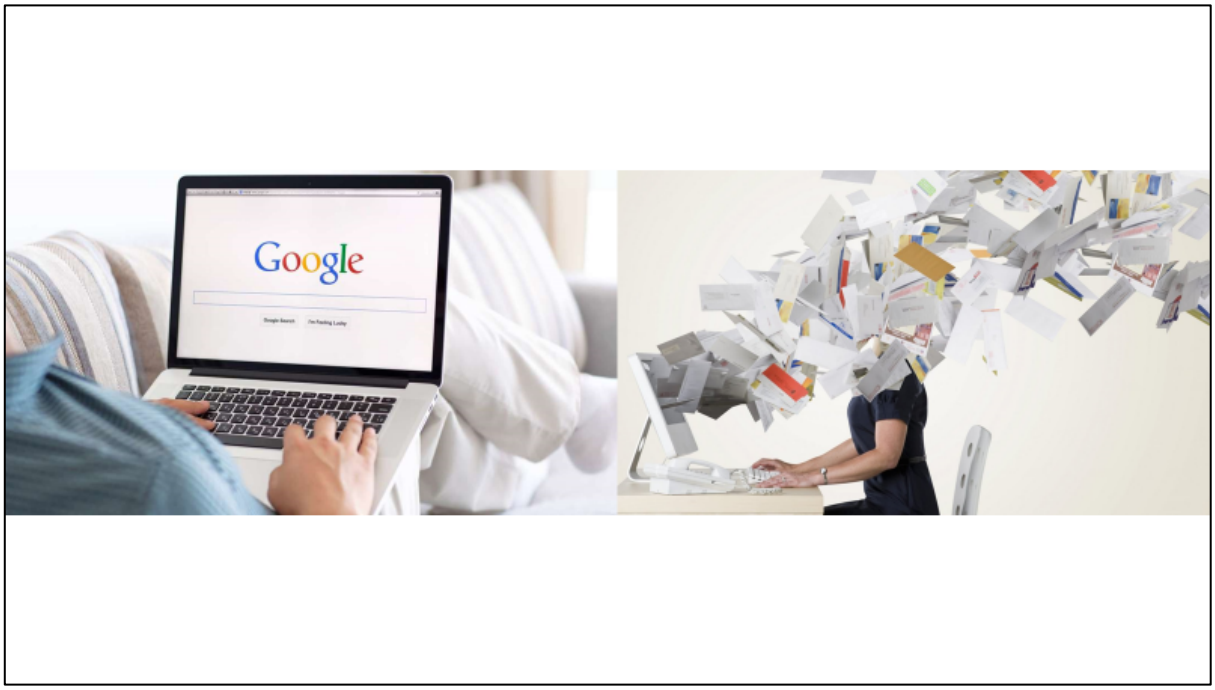
Minister for Business Heather Humphreys has said her department plans to examine the French approach on the right to disconnect as part of efforts to promote a good work-life balance for employees across the State.

Responding to a parliamentary question last month, Ms Humphreys said that with the "increasing digitalisation of the workforce" it was important from a work-life balance perspective that there would be "clearly defined guidelines regarding workers' rights to switch off after office hours".

The Minister said an interdepartmental steering group had been formed as part of the future jobs strategy, in collaboration with a number of other government departments, to examine the possibility of more flexible working hours including part-time, compressed hours, job-sharing, home-working and remote working. She said the group would also consider the recently

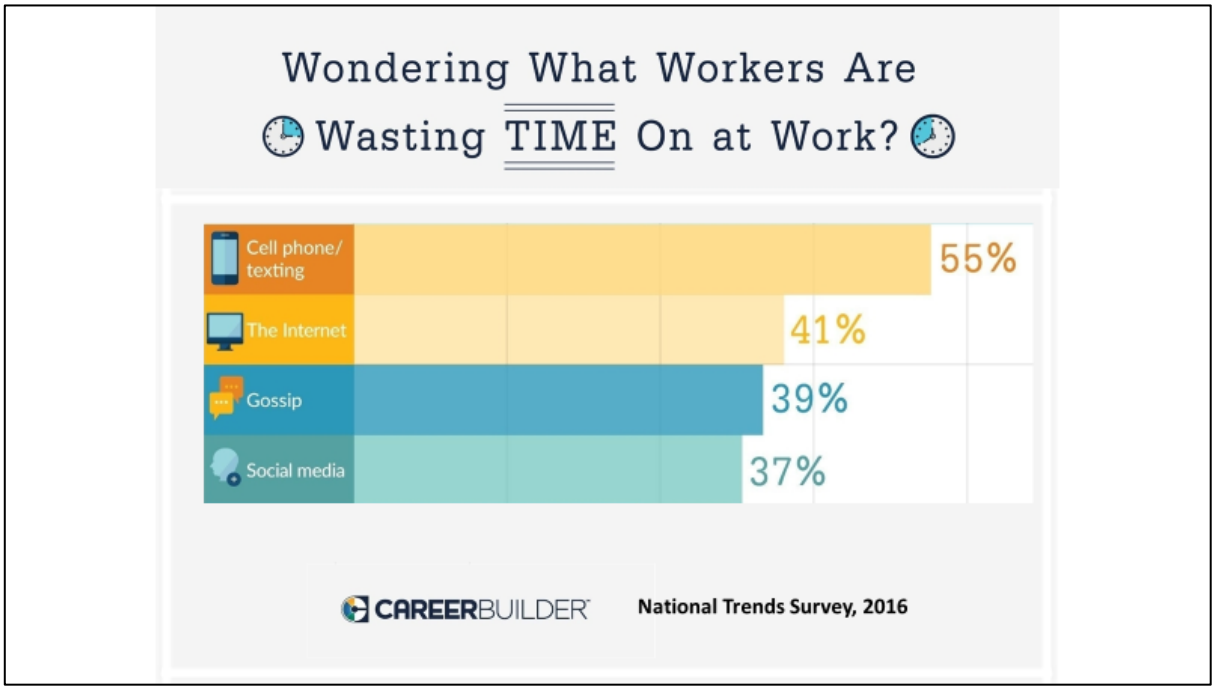
An overview of the French law and its adaptation in different countries;
https://www.natlawreview.com/article/more-countries-consider-implementing-right-to-disconnect

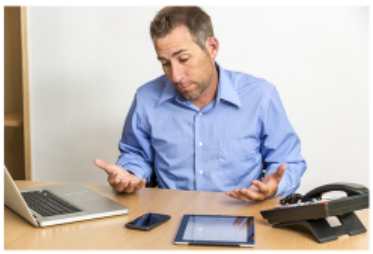
2.2. Challenges: Overloaded and Distracted



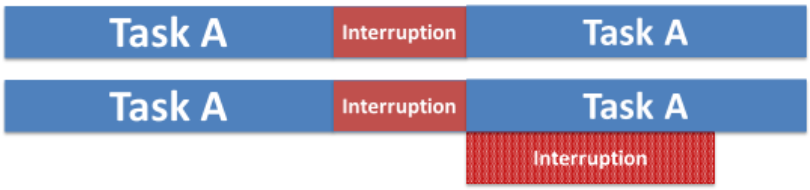
Technology allows us to organise all the world's information, but it also pushes that information towards us.

https://www.forbes.com/sites/bernardmarr/2015/11/25/why-too-much-data-is-stressing-us-out/











- Focusing on one task at a time = **100% of your productive time available**
- Juggling two tasks at a time = 40% of your productive time for each and **20% lost to context switching**
- Juggling three tasks at a time = 20% of your productive time for each and **40% lost to context switching**

Articles on multi-tasking and context switching for those interested;

https://zapier.com/blog/multitasking-stress/

https://www.apa.org/research/action/multitask

the guardian

Academy bans cell phones for PwC accountants after Oscars fiasco

RSA

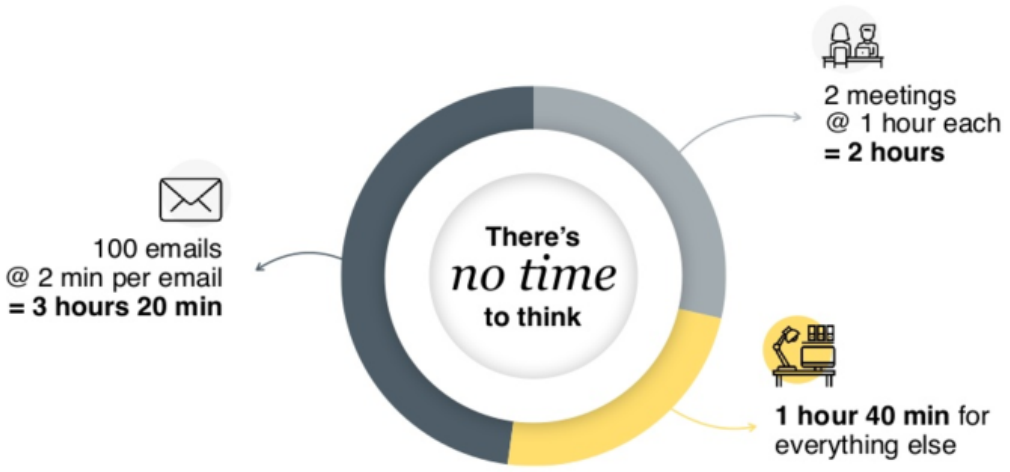
Using your mobile phone makes you four times more likely to crash.

NIH
National Institutes of Health

Smartphones compromise quality of patient care and are a sources of distraction

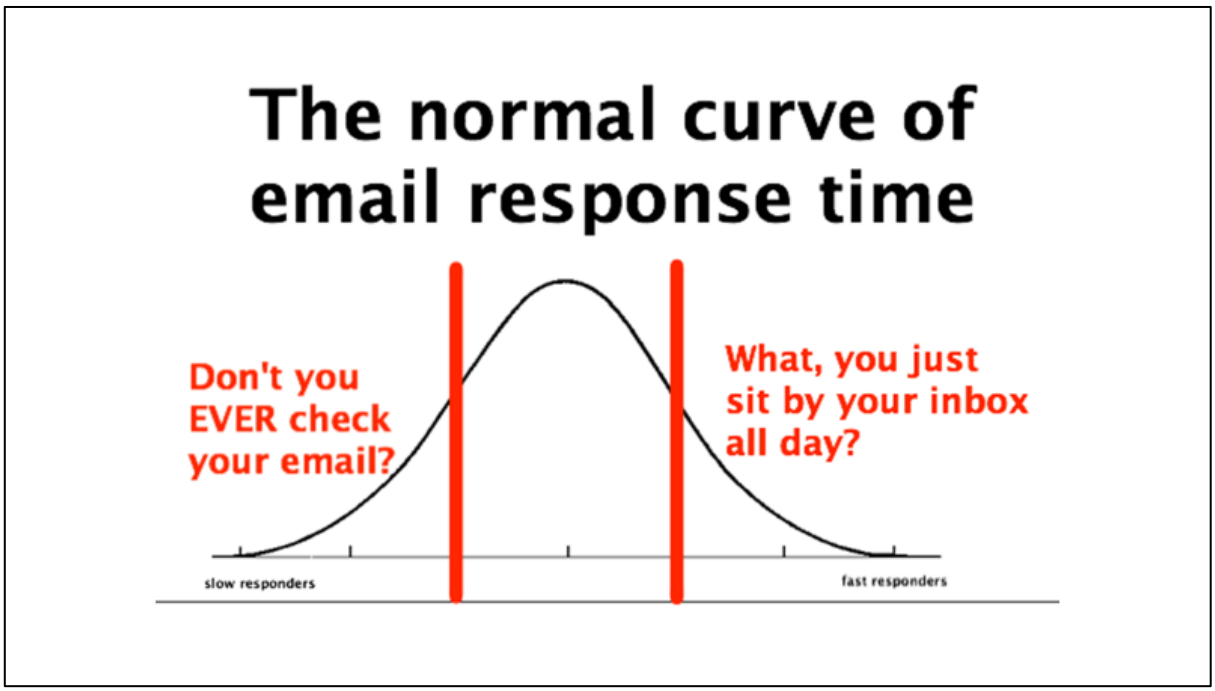
AMTRAK

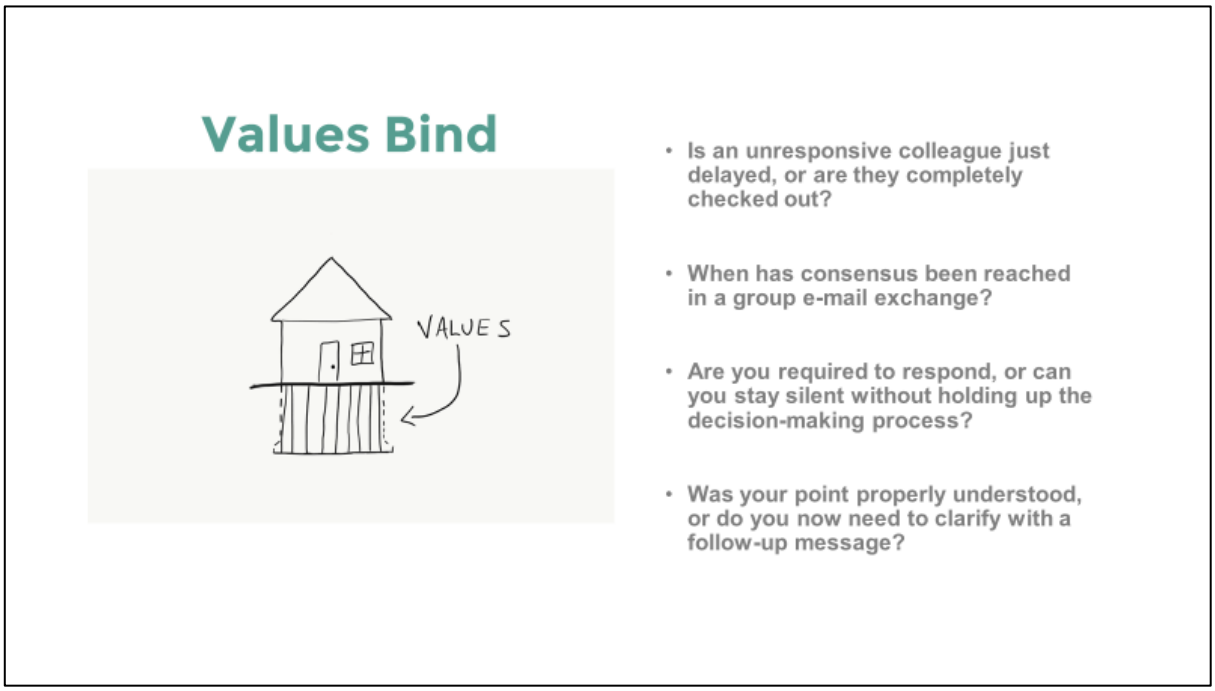
Amtrak enquiry will focus on driver smartphone distraction



Source: Maura Never Thomas, "Work Without Walls"

2.3. Challenges: Blurred Cultural Expectations







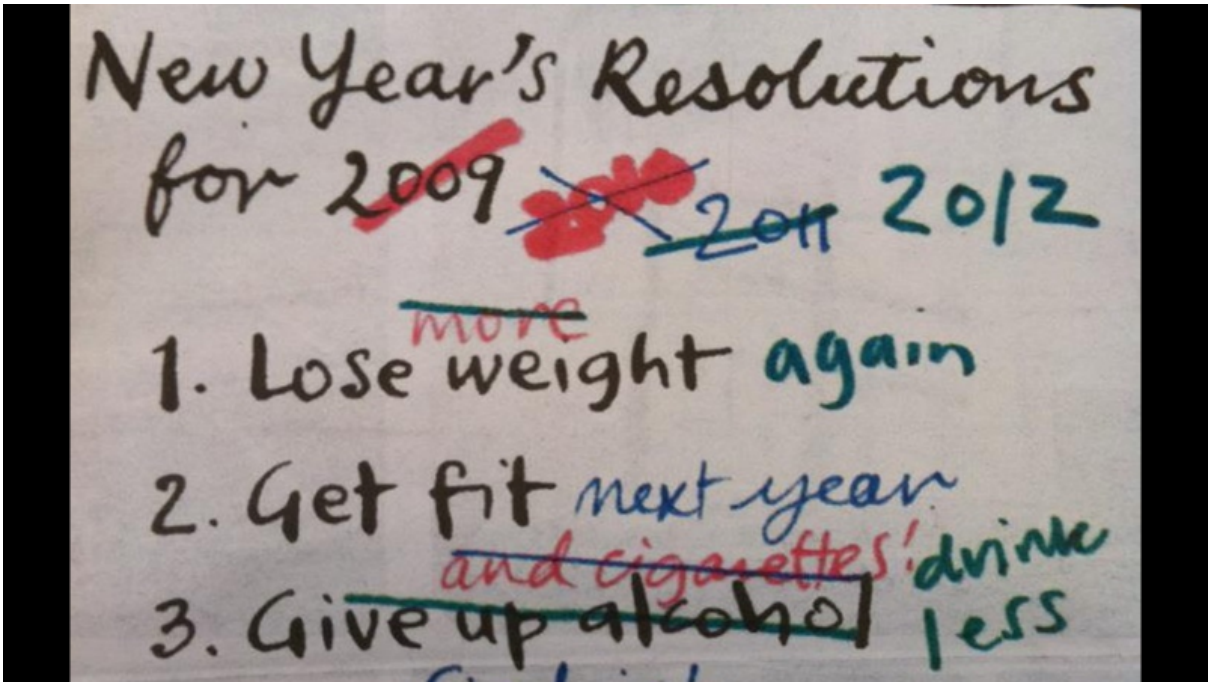


Much of the inspiration for this section was drawn on Leslie Perlow's work. She is the Professor of Leadership at Harvard University who has several studies into how organisations develop 'Always Connected' and 'Always Responsive' cultures.

A 5min video summary of her talking about her work;
https://www.youtube.com/watch?v=eDJ_xGYRyGw

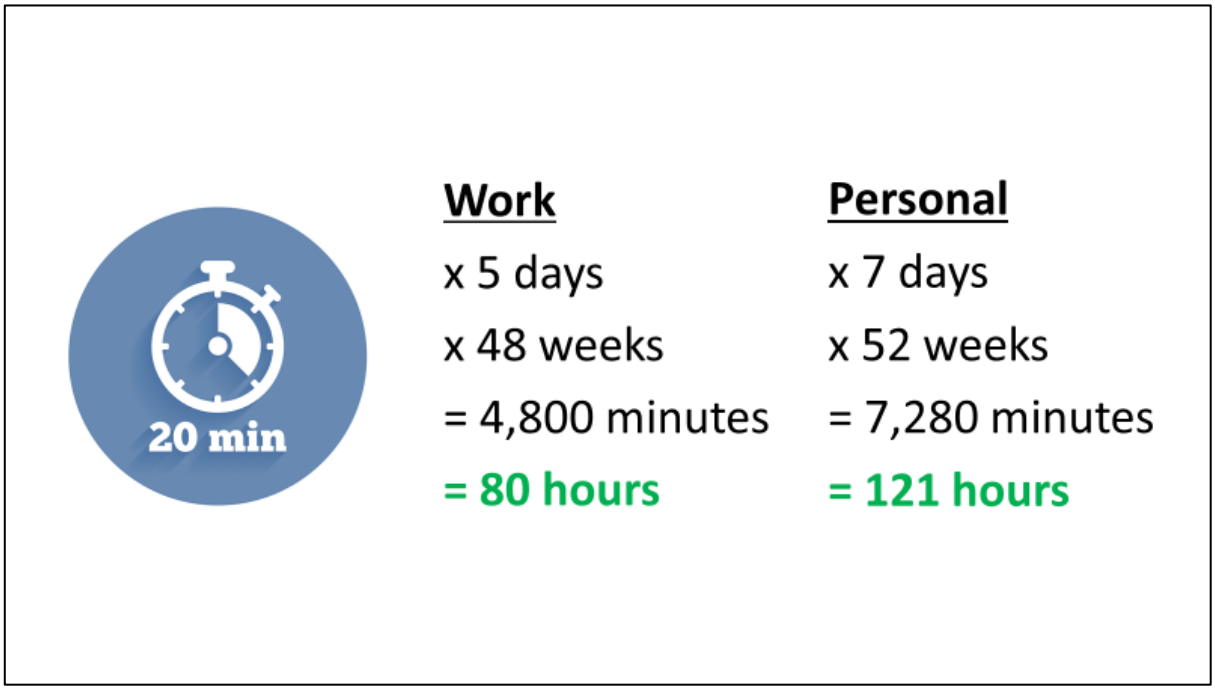
Or a longer form article; https://hbr.org/2009/10/making-time-off-predictable-and-required

What can we do about it?



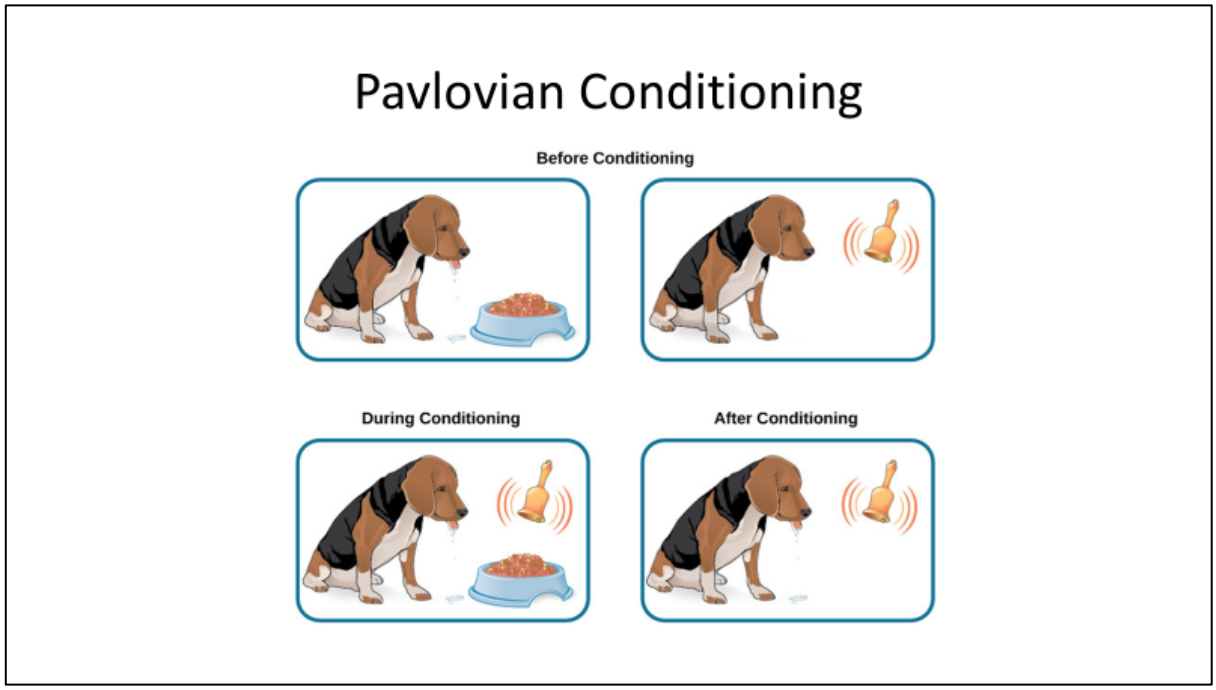
Instead of making vague statements and big goals about how we are going to change, think about the systems you can put in place around you to support your behaviour. What can you come back to each day, week and month to review? What impacts your environment?

While the subject of goal setting was outside the scope of our workshop, I personally really like this article by James Clear on this subject; **Forget about setting goals - focus on this instead** http://jamesclear.com/goals-systems



Start small. Even 20 minutes a day can really makes a difference over time.

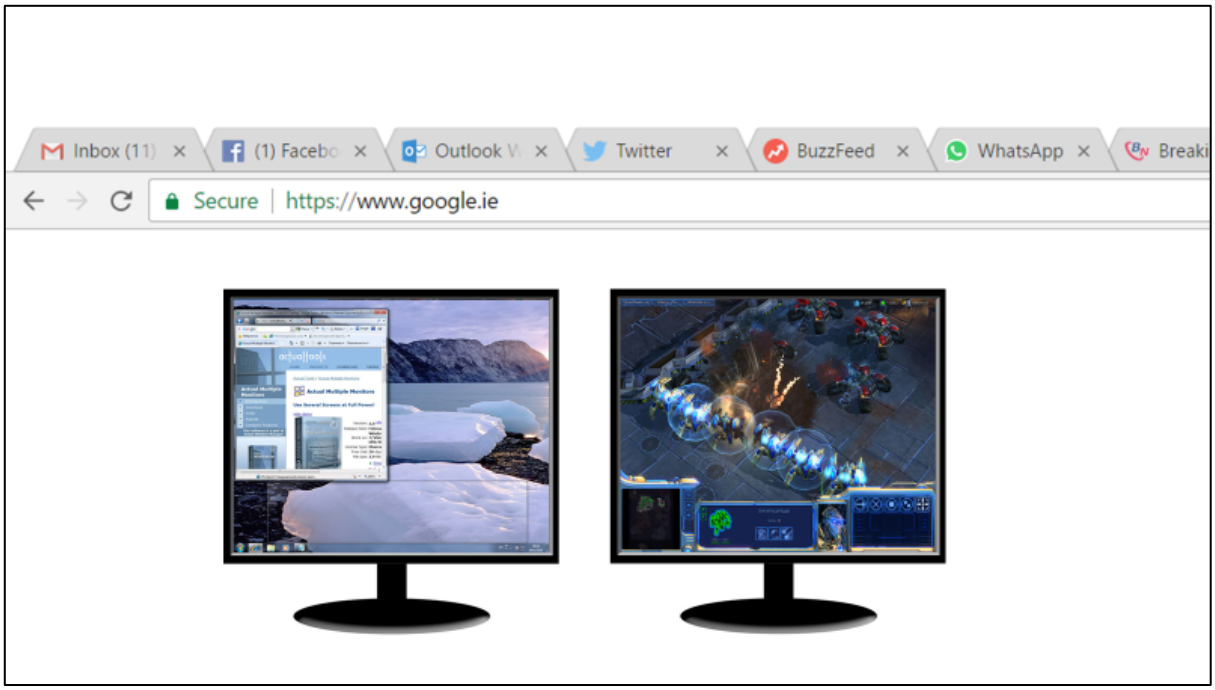
3.1 Solutions: Understand Your Triggers

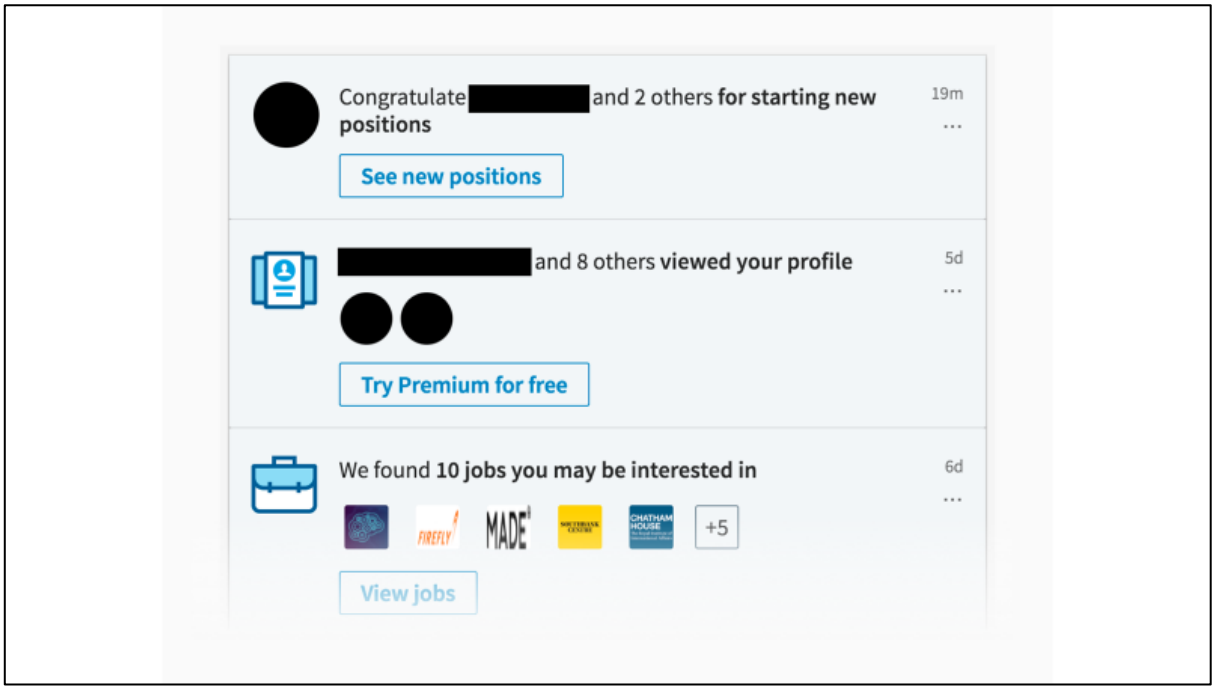


Pavlov's Dogs experiment; https://www.simplypsychology.org/pavlov.html



The following article in The Guardian explores the comparison of design principles between technology and slot machines; https://www.theguardian.com/technology/2018/may/08/social-media-copies-gambling-methods-to-create-psychological-cravings

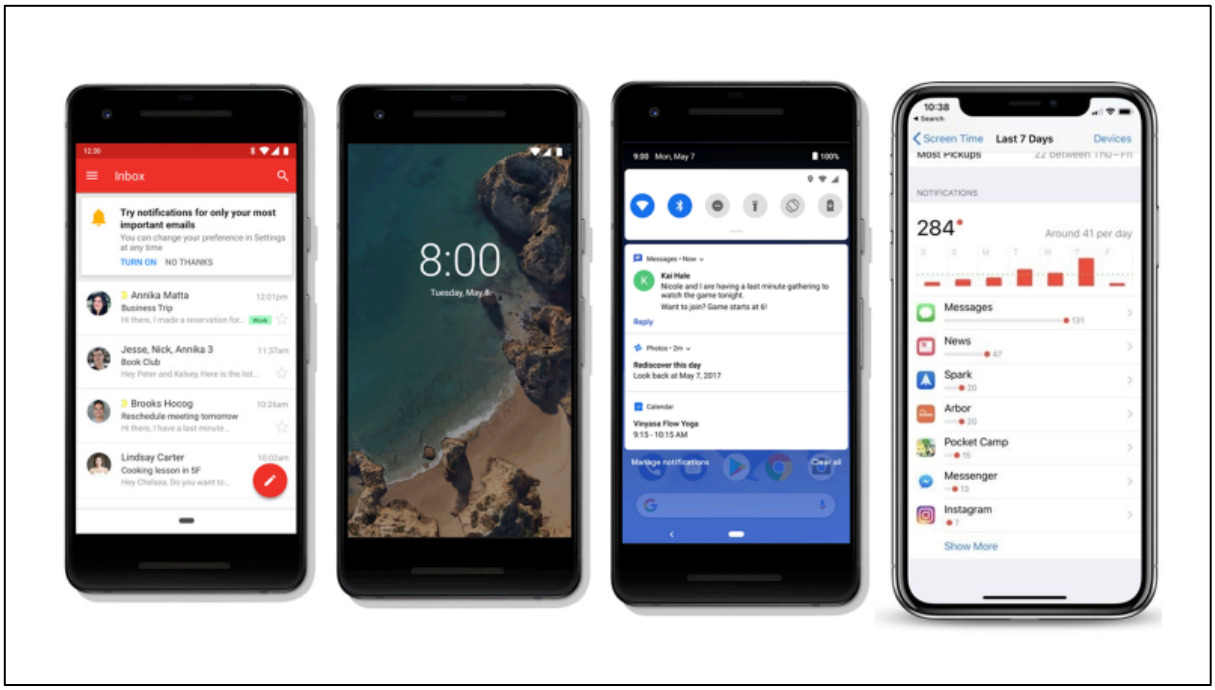




There is a great resource called ‘Dark Patterns’ which highlights the tricks used in apps and websites to encourage you to do things (e.g. buy a product, sign up to a newsletter) that you did not mean to.

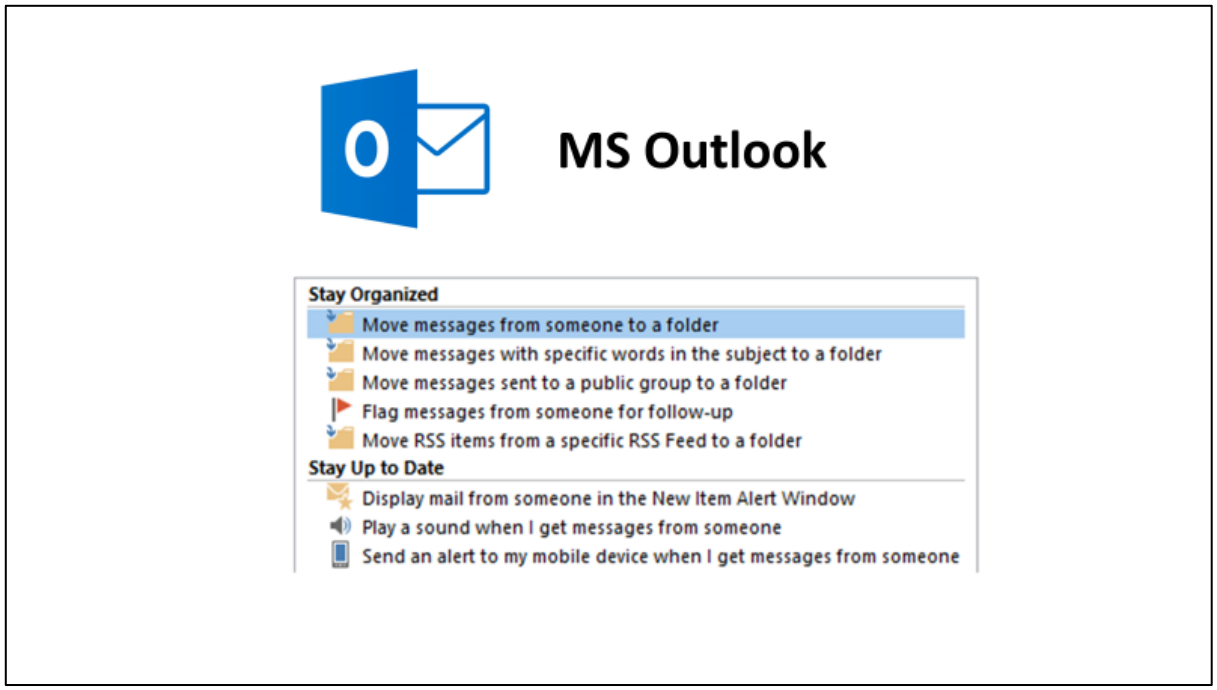
https://www.darkpatterns.org/types-of-dark-pattern

https://www.darkpatterns.org/hall-of-shame



Complete a notification audit and declutter! If you can reduce the number of pings and buzzes throughout your day, you will become much more conscious of checking messages on your schedule, rather than being interrupted and reacting to other peoples needs.

Apple / iOS; https://support.apple.com/en-us/HT201925
Android; https://support.google.com/android/answer/9079661?hl=en



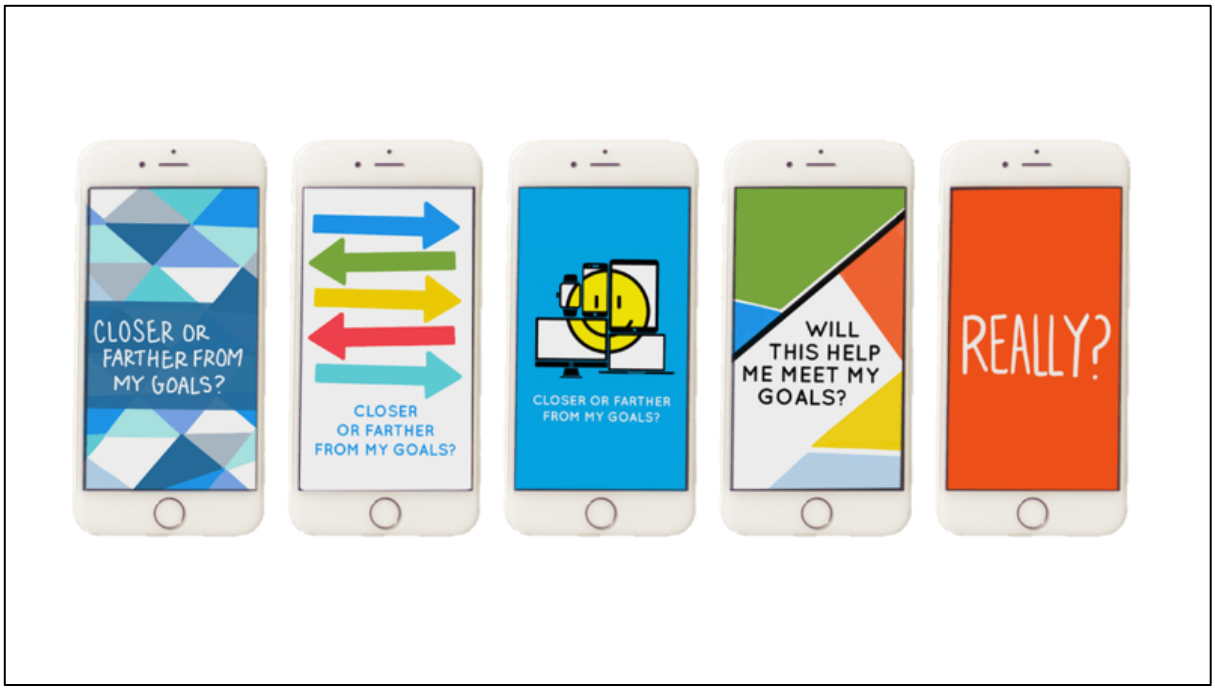
Configuring Outlook's notification settings; https://www.lifewire.com/configure-outlook-email-notifications-1173647

Turning Off Notifications in Windows 10; https://www.digitaltrends.com/computing/how-to-turn-off-notifications-in-windows-10/

Delay or schedule sending email messages in Outlook; https://support.office.com/en-us/article/delay-or-schedule-sending-email-messages-026af69f-c287-490a-a72f-6c65793744ba

How to categorise and label emails in Outlook; https://www.windowscentral.com/how-use-microsoft-outlook-categories-labels

For your non-work email accounts, I recommend a product called SaneBox. It uses AI to automatically scan and organise your email into folders; https://www.sanebox.com/

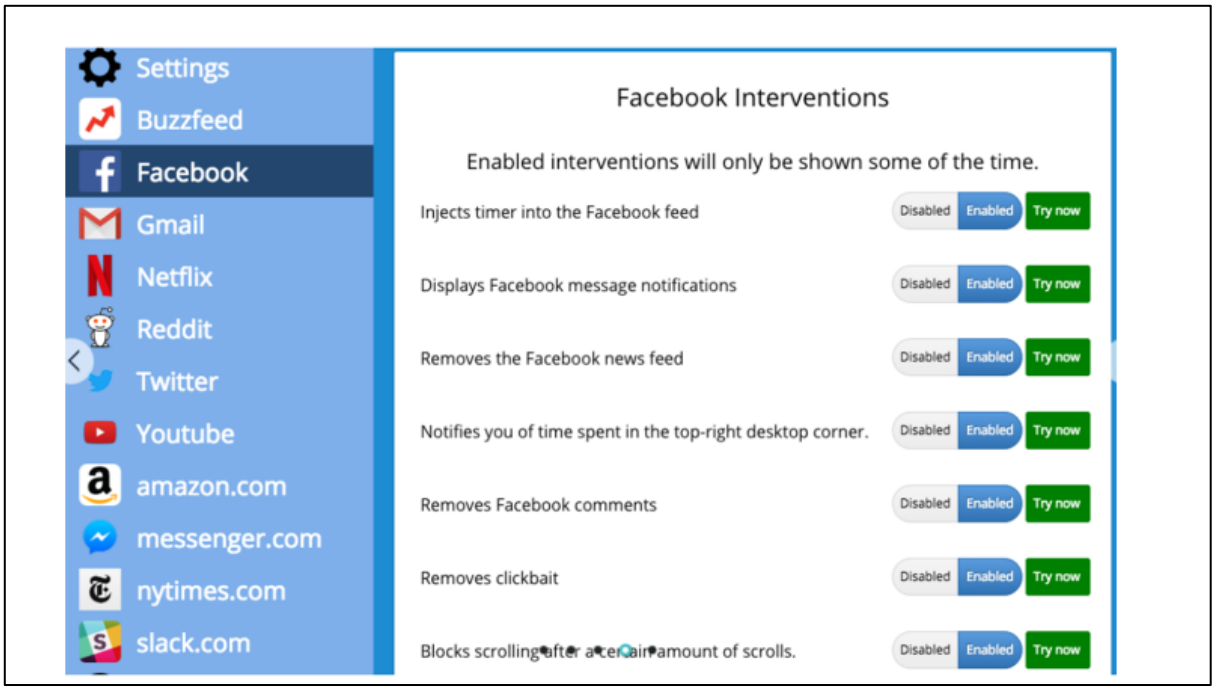


You'll find lots of examples if you search for 'Intentional Phone Wallpapers' online, but these ones are credited to Amy Blankson. You can download them here; http://amyblankson.com/set-your-intentions/

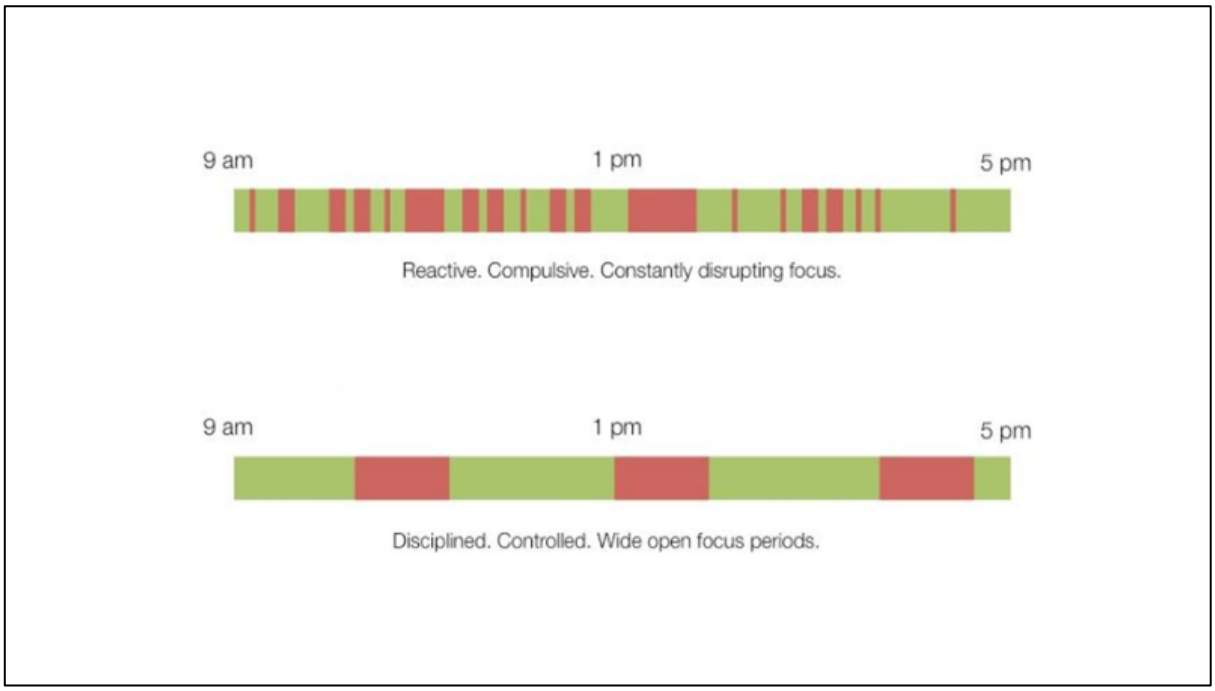
We open many apps mindlessly because they are the first thing you see when you unlock your phone. Therefore, the home screen on our phones becomes prime real estate in getting our attention.

In addition, try limiting your first page of home screen to just tools – the apps you use for quick in-and-out tasks like Maps, Camera, Calendar, or Notes. Move the rest of your apps, especially distracting ones, off the first page and into folders.

Apple / iOS; https://www.makeuseof.com/tag/layouts-iphone-home-screen/
Android; https://www.theverge.com/2019/3/6/18246685/how-to-organize-android-home-screen

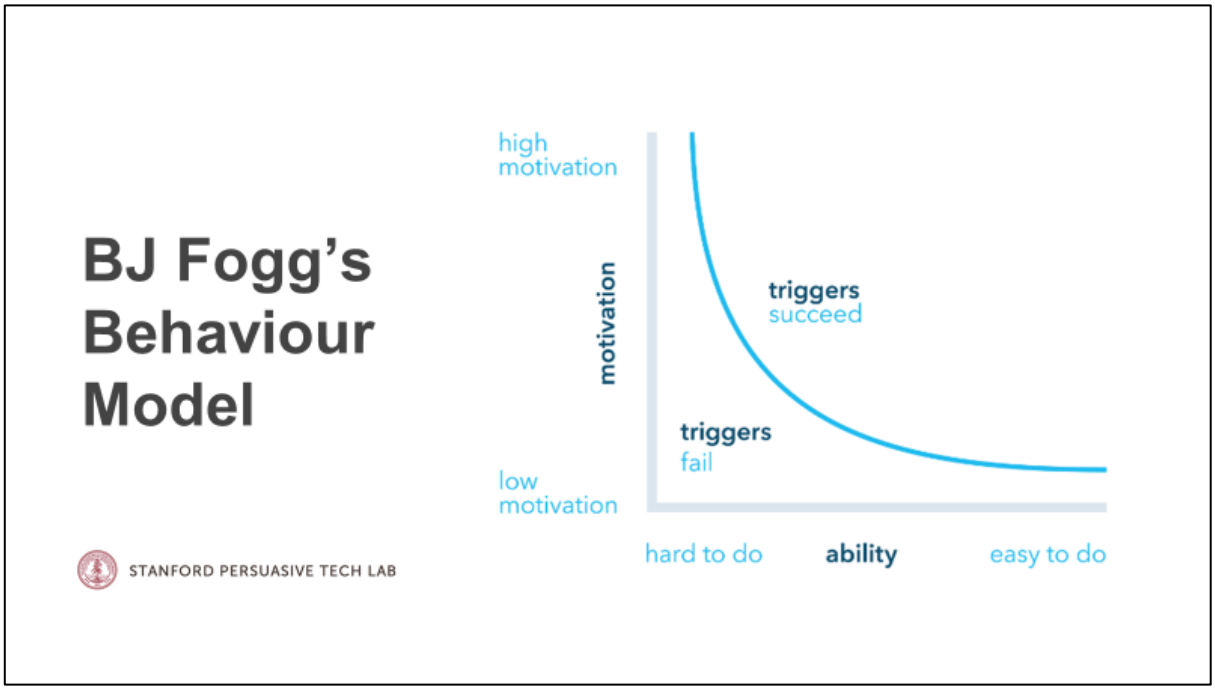


HabitLab; https://habitlab.stanford.edu/



It is not always about ‘less’ time on technology. We still must do our jobs and reply to colleagues’ requests. But our days can feel like they are much more under our control with more time to think.

3.2 Solutions: Create Boundaries



For more information on this particular model, you can visit BJ Fogg's website;
https://www.behaviormodel.org/



No, I am not going to link how you get one of these!

If you want to reduce unconscious or compulsive checking, make your ability to get access to unhealthy behaviour or bad habits a little more challenging. For example, you would not start a family diet then put the Domino's Easy Order button in your kitchen!

"Having a smartphone within sight or within easy reach reduces a person's ability to focus and perform tasks"



Adrian Ward
Professor, UT Austin

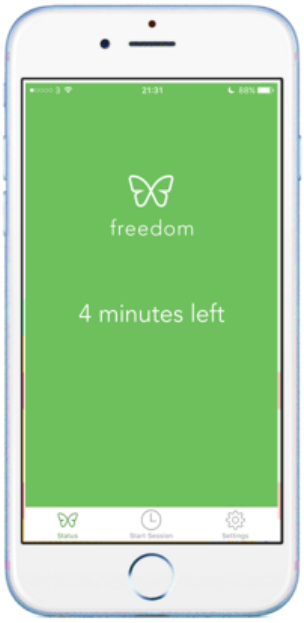
TEXAS
The University of Texas at Austin

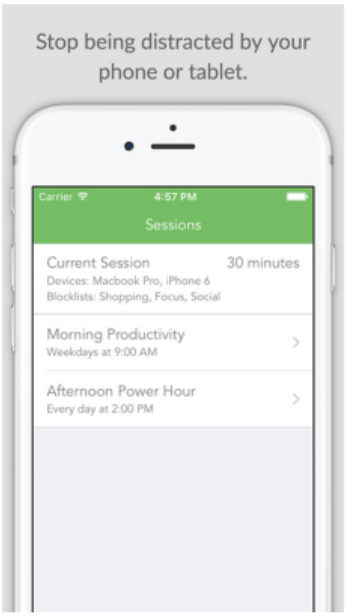
Ward, A. F., Duke, K., Gneezy, A., & Bos, M. W. (2017). Brain drain: the mere presence of one's own smartphone reduces available cognitive capacity. Journal of the Association for Consumer Research, 2(2), 140-154.

https://scholar.google.com/scholar?q=related:O3T9ziXRII8J:scholar.google.com/&scioq=Brain+drain:+the+mere+presence+of+one%E2%80%99s+own+smartphone+reduces+available+cognitive+capacity&hl=en&as_sdt=0,5



Simon Sinek has a clip on this behaviour in the workplace entitled 'Smartphone Disrespect';
https://www.youtube.com/watch?v=HTGRMWhclgM

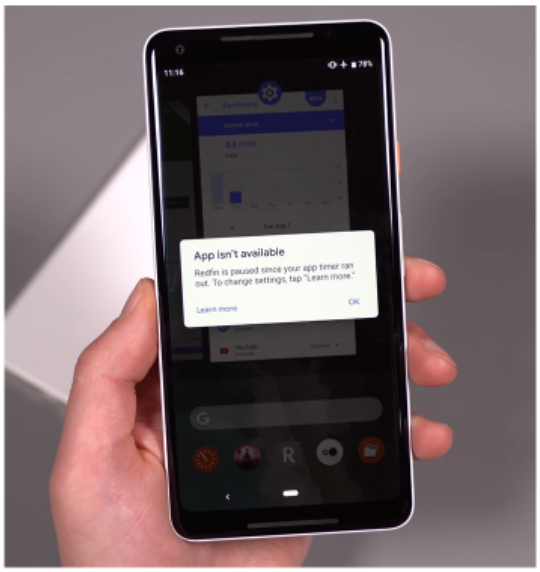




While Freedom is a paid product for the premium version, it does allow you one system across phones, tablets and laptops that you can manage.

https://freedom.to/

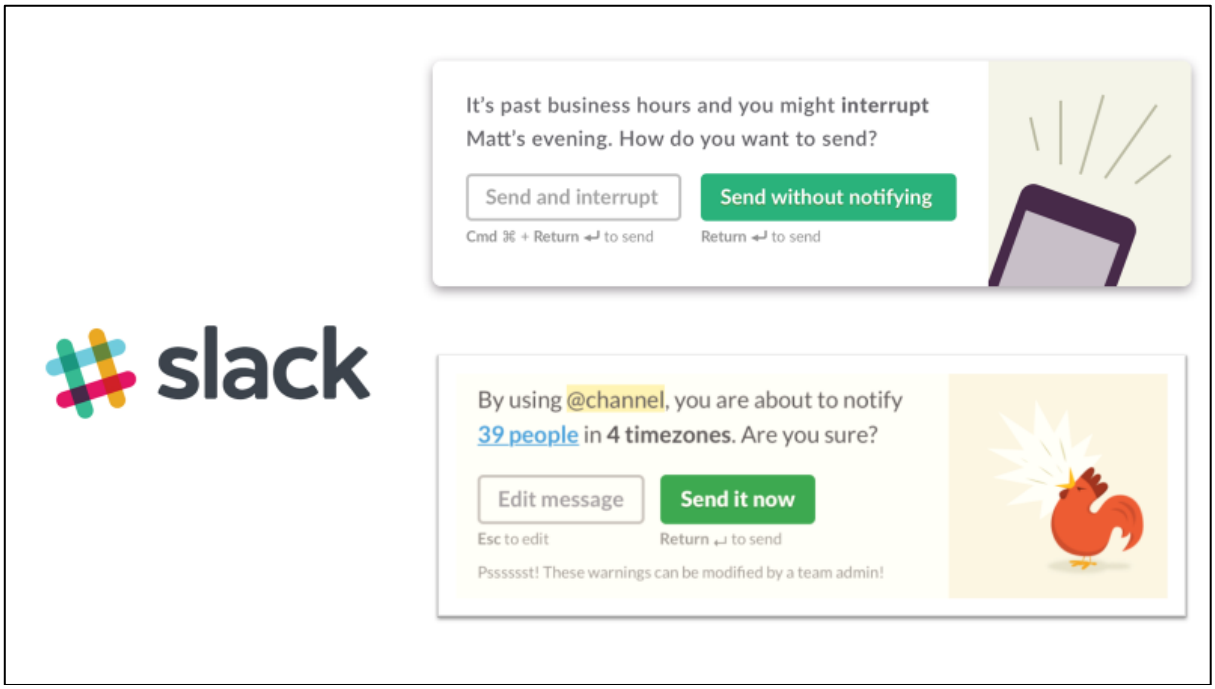


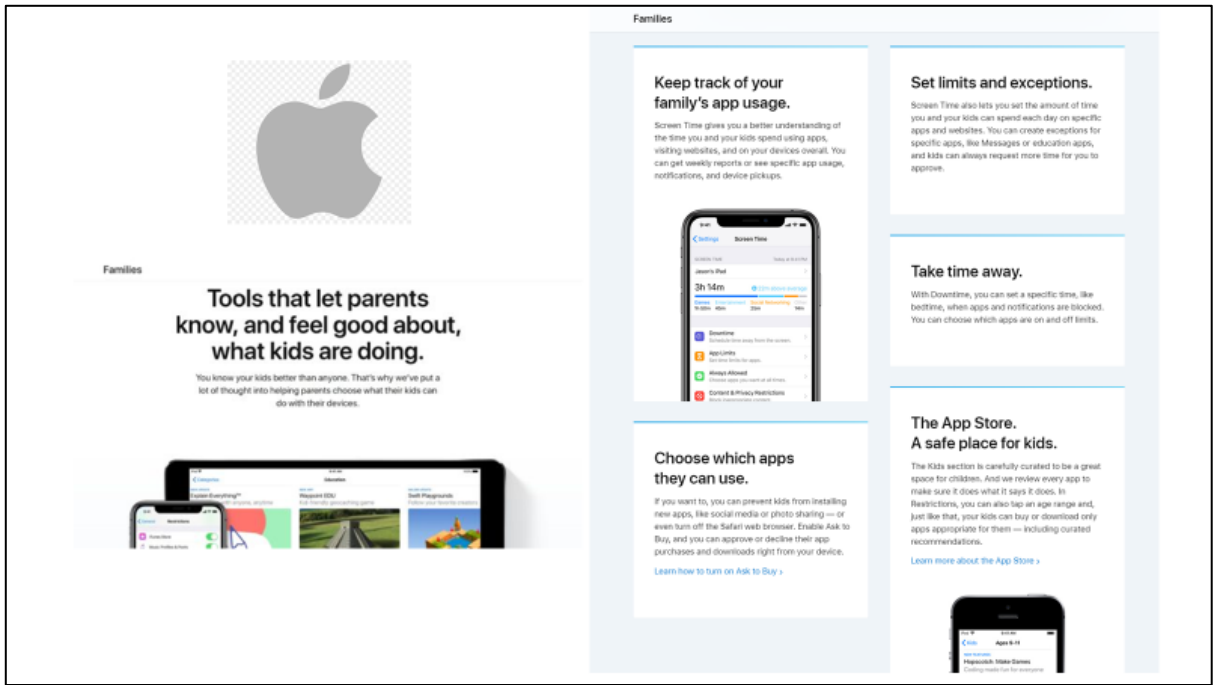


Setting App Timers For Apple: https://support.apple.com/en-ie/guide/iphone/iph9b66575d5/ios
For Android: https://visihow.com/Use_App_Timers_in_Android_Pie



First thing in the morning and last thing at night are good places to start introducing tech boundaries. It allows our brains to wake up gently and properly wind down before going to sleep.





https://www.apple.com/families/



https://families.google.com/families

Common Sense Media in the U.S. is one of the best resources out there for parents. It has a database of questions and answers as well as reviews of the most popular apps for children;
https://www.commonsensemedia.org/

WebWise in Ireland does not have quite the same level of resourcing but is also very good;
https://www.webwise.ie/

The American Academy of Paediatrics has also created a 'Media Use Plan' for children of all age groups. It's comprehensive and convers many of the conversations you may wish to explore;
https://www.healthychildren.org/English/media/Pages/default.aspx

3.3 Solutions: Put a System in Place

73%

more soup that those eating from normal bowls.

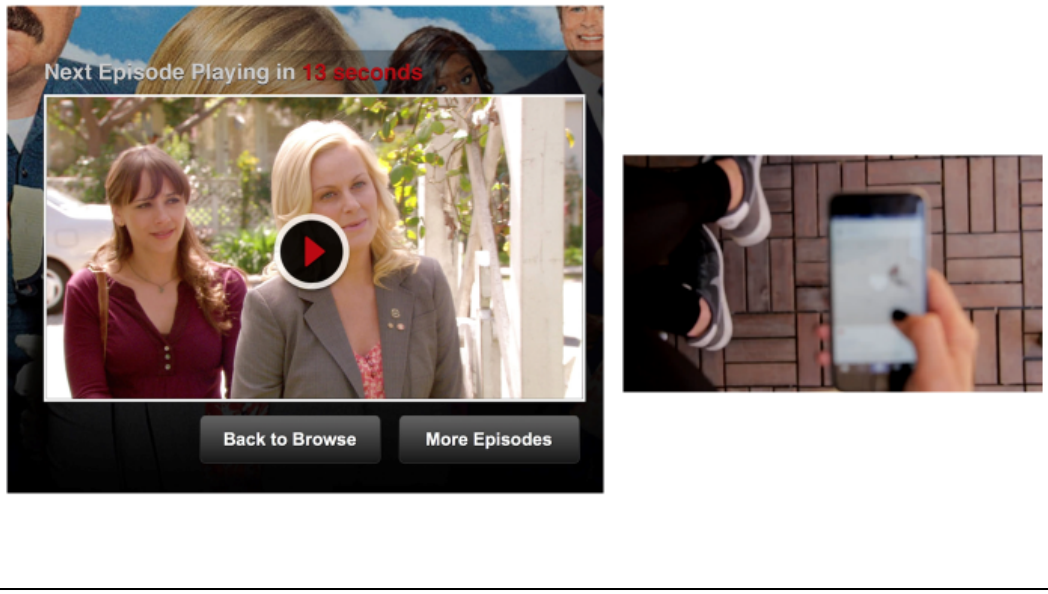
Food&Brand Lab
Invent • Redesign • Empower
CORNELL UNIVERSITY



1. They did not believe they had consumed more.

2. Nor did they perceive themselves as more satiated.

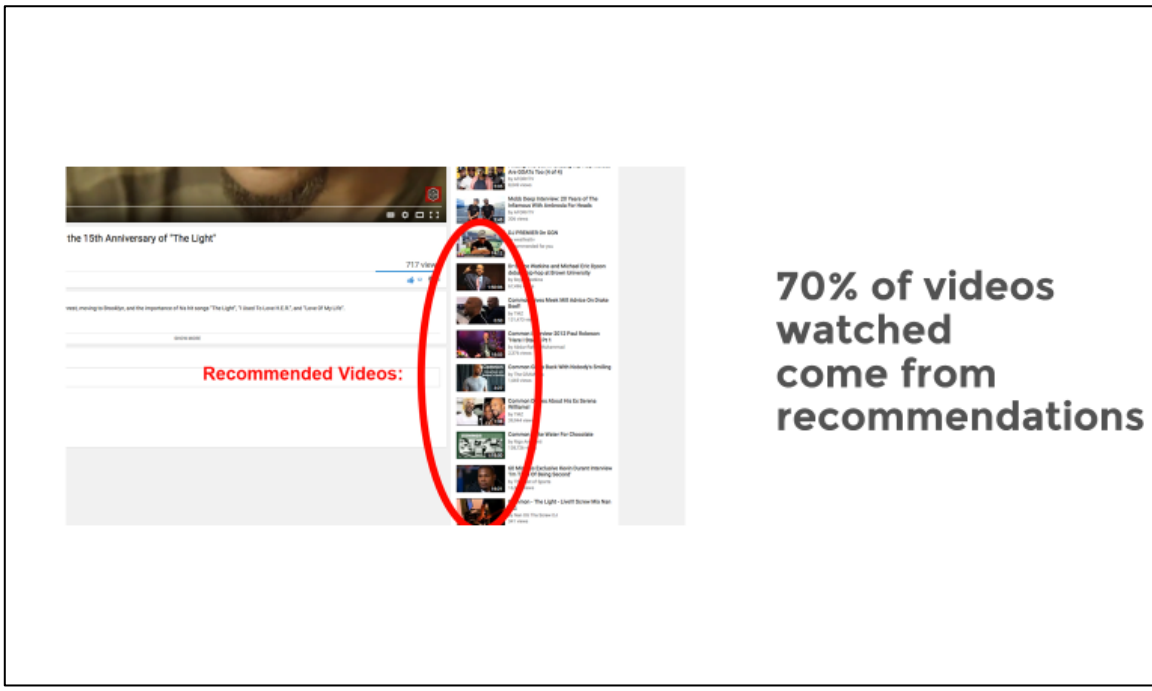




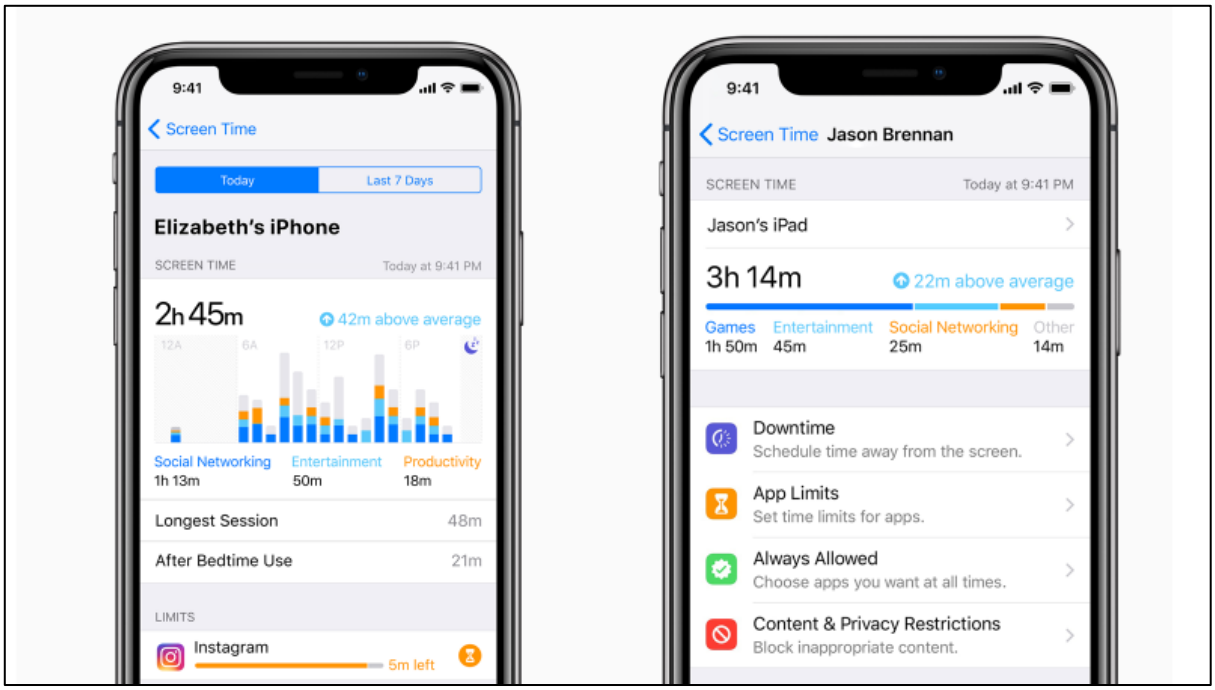
Most apps that we find ourselves consuming more than we would ideally like to take advantage of a lack of stopping cues.

Turn off Autoplay on Netflix; https://help.netflix.com/en/node/2102

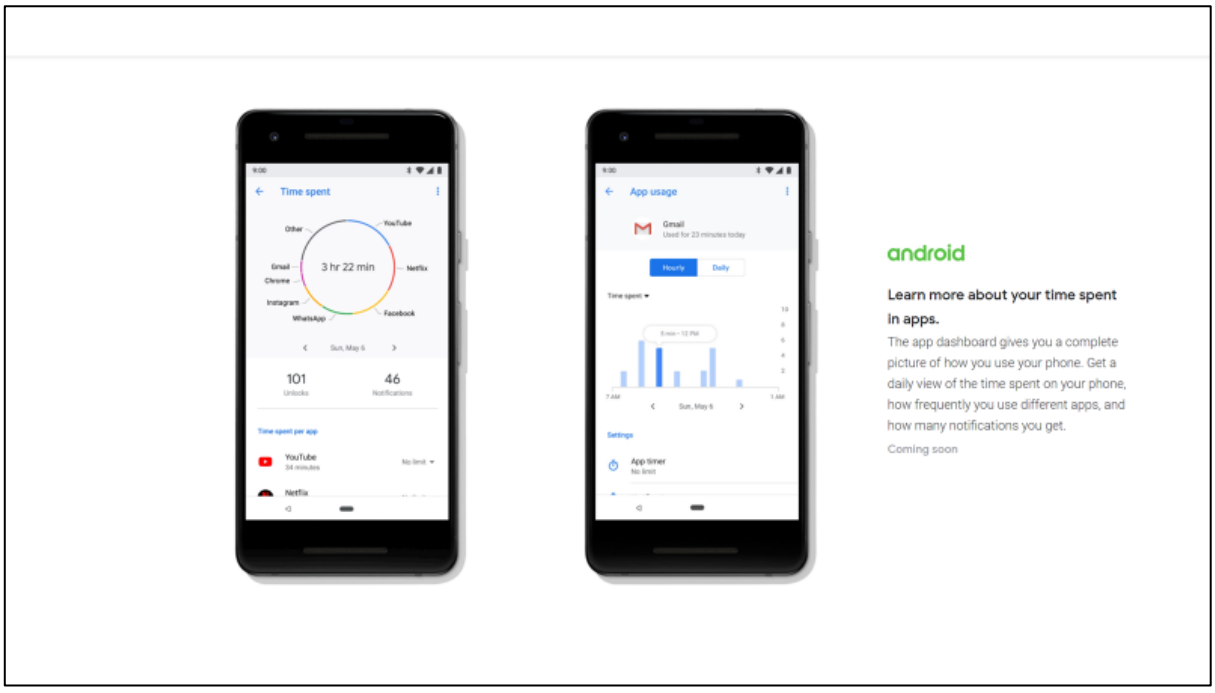
Turn Off Autoplay on popular sites such as YouTube, Twitter, Reddit and more; https://www.theverge.com/2019/3/15/18267244/how-to-turn-off-autoplay-videos-facebook-twitter-reddit-chrome-firefox



Watching YouTube while minimising distractions and recommendations; https://www.makeuseof.com/tag/watch-youtube-without-distractions/



Using Screen Time on Apple devices; https://support.apple.com/en-us/HT208982



Accessing the Dashboard; https://www.androidcentral.com/how-use-android-pies-digital-wellbeing-tools

For older versions of Android, there is an app called ActionDash that replicates the functionality; https://play.google.com/store/apps/details?id=com.actiondash.playstore&hl=en_IE



Predictability, Teaming and Open Communication Initiative in BCG;
https://www.bcg.com/careers/working-at-bcg/corporate-culture.aspx