

Welcome

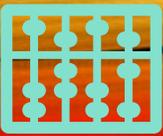


**LET'S TALK
MULTITASKING!**

FRANK SEBASTIAN

TINA TUCKER





DEFINITION



**EXPECTATIONS
vs REALITY**



1,2,3 PIVOT



KEEPING THE PACE



Benefits



Importance

AGENDA



DEFINITION

What Is Multitasking? (A Definition)

Multitasking is putting your focus on more than one task at once, whether at exactly the same time or through repeatedly switching back and forth between tasks (Waller, 1997). Implied in this definition is that the tasks you are doing are not getting finished one after the other; for example, if I finish several tasks in short succession, I am not multitasking, even though I was working on multiple things.



Examples of Multitasking Process Movement

- 1 Answering / Placing Phone Calls
- 2 Completing Role-Related Tasks
- 3 Sending / Receiving Emails
- 4 Checking Social Media and Personal Communications
- 5 Interrupted by Meetings Throughout the Day
- 6 Taking Physical Notes
- 7 Referencing Physical Documents and Resources

EXPECTATIONS VS REALITY

I think the question of whether multitasking is a myth is really asking, “is it a myth that we can **effectively** multitask?” The answer is yes, to a point – while I may be effective at making phone calls while driving, if I try to watch football and read a book at the same time, I retain very little of what I’m seeing in either place.

-Have a clear understanding of your tasks. Employ critical thinking

-Understand your strengths and weaknesses

-Set expectations with sustainable goals

- “Budget” your efforts and “spend” energy wisely



1,2,3 PIVOT



**RETHINK
MULTITASKING TO BE
THE ABILITY TO
REGAIN FOCUS**



KEEPING THE PACE

-Know your technology

Explore the tools and software available

(such as CRM systems) that can help

Facilitate multitasking and

Improve workflow

-Identify your resources

-Know when to ask for help

-Keep an eye on quality and accuracy



BENEFITS OF EFFECTIVE MULTITASKING

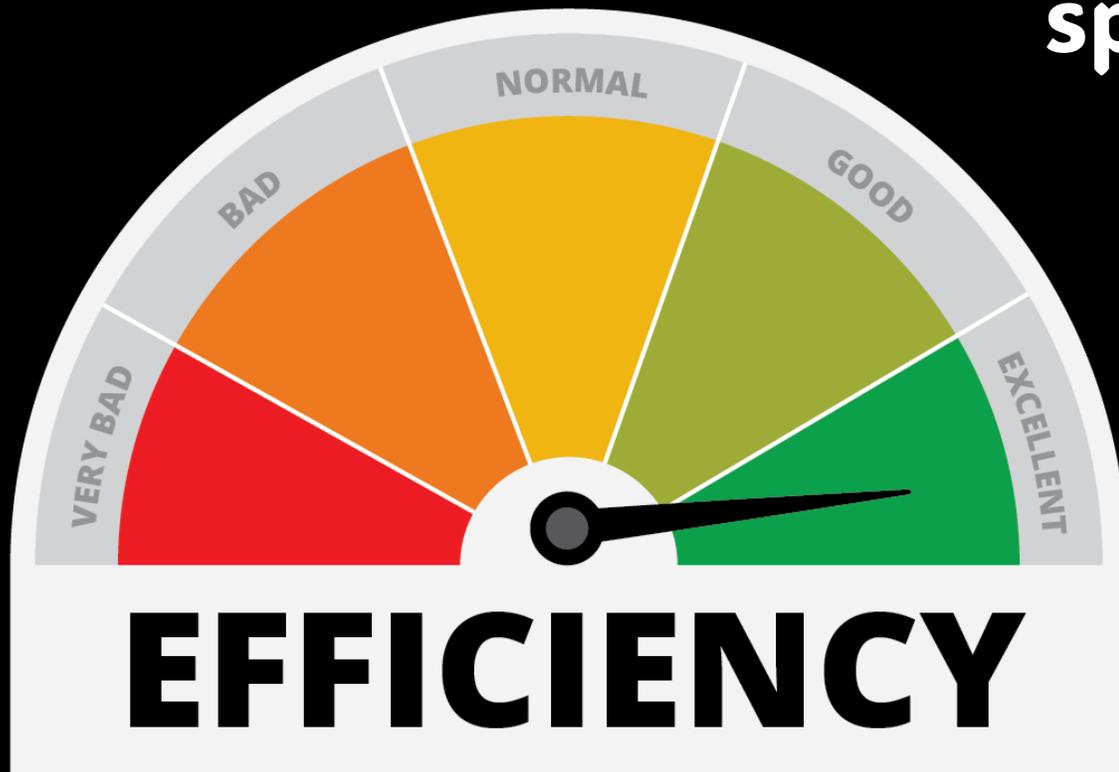


- Enhanced Productivity
- Improved response times
- Cross-Department Collaboration
- Scalability
- Versatility



THE IMPORTANCE OF EFFICIENCY

Being efficient when multitasking, can help speed up processes such as credit evaluations, approvals and communications.



How do you employ multitasking in your day?



Do you think multitasking has effective benefits?

Thank you!

FRANK SEBASTIAN

FSEBASTIAN@NACMCS.ORG

TINA TUCKER

TINA.TUCKER@CLMT.COM

