Reflecting on your personal behaviours

Do you find yourself more productive when you are focusing on one thing, or when you are multi-tasking? What challenges do you find when you are jumping between many different activities at the same time? Do you know we all have something called ‘attention’ that enables us to focus?

According to the Encyclopaedia Britannica (McCallum, 2018), attention is awareness of the here and now in a focal and perceptive way. For early psychologists such as Edward Bradford Titchener, attention determined the content of consciousness and influenced the quality of conscious experience. In subsequent years, less emphasis was placed on the subjective element of consciousness and more on the behaviour patterns by which attention could be recognised in others. Although human experience is determined by the way people direct their attention, it is evident that they do not have complete control over such direction. For example, there are times when an individual has difficulty focusing on a task, a conversation or a set of events. At other times, an individual’s attention is ‘captured’ by an unexpected event rather than voluntarily directed toward it.

Research done by Dr Ramesh Manocha (2008, 2012) from the University of New South Wales’s Faculty of Medicine finds that the ability to focus your attention is significantly improved by using a technique called mental stillness, strengthening the ability of an individual to reduce the distractions caused by thoughts that prevent or delay them from focusing. Additional research on mental stillness, also termed ‘Thoughtless Awareness’ (Deshmukh, 2004; Afranas, & Golcheikine, 2001), enables sharper, internalised attention, to bind together various aspects of our attentional, perceptual and emotional experience into a state of purer, unified awareness.

Try this experiment

How can you strengthen your attention and improve your ability to focus and get things done faster? Download the free phone app and practice mental stillness and focusing your attention daily.

For free online classes to strengthen your attention, visit http://www.sahajaonline.com

Microsoft Services

The formula for a successful digital transformation includes addressing people, process and technology. Microsoft Services will help you address all these elements as part of your Digital Transformation Program.

**Our expertise:** With deep expertise in our products and services, we are uniquely positioned to facilitate behaviour change.

**Proven methodologies:** Microsoft uses a proven behaviour change management methodology, a rich set of information-based analytics and innovative tools.

**Optimal outcomes:** Microsoft Adoption Services and Modern Service Management Practice aim to get you where you want to go faster, regardless of where you are on your digital journey.

For more information on the Modern Collaboration Architecture (MOCA), visit http://aka.ms/MOCA

Re-designing

Modern Workplace

Adoption with Microsoft 365

What is Productivity 4.0?

In an era of mass production, efficiency was prioritised over employees' engagement. Today, our work requires us to wear our best ‘cognitive’ and ‘emotional’ hats to reason, and make better decisions. Studies show that enabling workers to find a deeper sense of purpose beyond paid work also leads to greater success in achieving business outcomes (Schwartz, 2015). Jobs require cognitive skills such as critical thinking and problem solving, but also soft skills such as empathy and cooperation (Schwab, World Economic Forum, 2016). Our work requires us to act collectively, rather than in a siloed way, to make great decisions. To tap into the power of teamwork and enable employees’ creativity and agility, there’s an urgent need for leaders to put people at the centre, empowering them to connect, collaborate and communicate at the workplace.

Work environments must be designed with this in mind. Maximising attention is another key challenge. As information thrives in various formats and across multiple devices—from desktops to smartphones and wearables—it’s easy for our focus to be pulled in different directions. Leaders need to think about how they empower employees by providing access to the right tools at the right time.

“...What is scarce in all of the abundance is human attention.
- Satya Nadella, CEO Microsoft

What is Adoption?

**Adoption:** Deep, habitual usage that delivers tangible value to the employees, a line of business and the organisation.

Over time people get into a rhythm, and when they get to work, they start doing things they are good at without too much thinking. We often get our morning coffee from the same café, walk the same route from the car park to our desk or lockers and then when we get to our devices, start or working day by checking our emails. These behaviours have become so ingrained in our routine that we’re on autopilot. Habits have a tremendous impact on individual and organisational productivity, as well as our personal lives. This makes it fundamental that we activate and drive the right habits around technology adoption at the workplace. Adoption is not about features and functionalities, it is about habitual usage of new ways of working, that delivers tangible value.
Modern Collaboration Architecture (MOCA)

Team: A group of individuals, with interdependent activities, that work together towards a common goal.

**Team Characteristics**
- Outcomes
- Leader
- Processes
- Skills
- Roles & responsibilities
- Membership

**Team Meetings**
- Share screen/present information
- Chat with team members
- Manage performance
- Ideate
- Send & receive instructions

**Schedule work dependencies**
- Store team files
- Manage team tasks
- Manage our time
- Send & receive instructions

**Individual Characteristics**
- Skills
- Experiences
- Mindset
- KPIs

**Organizational Characteristics**
- Active & visible sponsorship
- Culture & behavioral change
- Focus on employees, customers & shareholders
- Open communications

**Organization**
- Manage shift-work
- Corporate communications
- Live video broadcasting
- Video publishing
- Assess organizational behaviour

**Allocate time-slot**
- Create own simple apps.
- Collect information
- Enterprise document store

**Enable**
- Employee engagement
- Share innovation
- Capture experience
- Crowd-sourcing
- Build on community ideas

**Community**
- Knowledge Management
- Community Events
- Assess sentiment
- Manage membership
- Community calls

**Community Characteristics**
- Interest/passion
- Facilitator
- Innovation
- Membership

**Community Types**
- Centre of Excellence (CoE)
- News
- Social

**Membership Characteristics**
1. Membership is mandatory based on skills required
2. Recommended team size is 5-12 individuals
3. Focus on outcome delivery aligned with strategic priority of the organization

**How I organise myself to be effective with my skills and experience**

**Where we collaborate to deliver initiatives and outcomes aligned to the organization's strategic priorities.**

**Where we learn, grow, innovate and stay engaged**

**70:20:10**

**Key**
- Debi
- MyAnalytics
- Bookings
- Power Automate Forms
- Workplace Analytics
- Calendar
- Power Apps
- Power BI
- Project Online
- Excel
- Exchange
- Teams
- OneDrive
- OneNote
- Outlook
- Planner
- PowerPoint
- Publisher
- SharePoint
- Stream
- Sway
- To Do
- Visio
- Word
- Yammer

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