

Juggling is for Clowns

1 Hour

General Knowledge

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Intended for opticians, Dr's and staff.

Course Description

This course challenges the common belief that multitasking is an effective productivity tool and highlights how prioritization, not multitasking, drives true productivity and accuracy. Attendees will learn how to prioritize tasks effectively, maintain focus, and manage competing demands to improve workflow, patient care, and job satisfaction.

Course Objectives

- Explain how multitasking decreases productivity and accuracy
- Recognize the benefits of task prioritization in optical practice
- Apply simple prioritization techniques to improve focus and patient care

Course Outline

1. Introduction (5 min)
 - a. Course Objectives
2. The science behind multitasking (10 min)
 - a. Define multitasking vs task switching
 - b. Cognitive limitations of the brain
 - c. Discuss real-world optical examples
 - i. Answering phones
 - ii. Processing orders
 - d. Interactive demonstration
 - i. the speed of task switching
3. The cost of multitasking in the optical (10 min)
 - a. Increased errors
 - b. Miscommunication
 - c. Completion times
 - d. Burnout
4. Power of prioritization (20 min)
 - a. How to shift from reacting to planning
 - b. Explain the Eisenhower Matrix
 - i. Urgent vs Important
 - ii. Interactive demonstration

1. Optical specific examples plotted on the Matrix
- c. Practical prioritization techniques
 - i. Task batching
 - ii. Time blocking
 - iii. Define the 2-minute rule
 - iv. Checklist and planning sheets
 - v. Interactive demonstration
 1. Identify daily tasks that require immediate attention vs tasks that can be scheduled
5. Building Focus Habits (5 minutes)
 - a. How to create a distraction free workplace
 - b. Setting boundaries
 - i. Managing interruptions
 - c. Helpful technology tips
 - i. Email, phone and notifications
6. Summary / Q&A (10 min)
 - a. Questions