

April 27.201X

Ms. Caring Leader  
Vice President  
ABC Productivity Inc.  
140 Best Dr., Suite 120  
Citywide, Provincial, L3R 6B3

Sample  
Actual Client  
Change/Progress Report

E-Mailed to: [C.Leader@abc.com](mailto:C.Leader@abc.com)

Subject: Effectiveness and Overload Gauge, Progress Report

Dear Ms. Leader,

Thank you for the opportunity to serve you and your team. The following pages provide graphs that represent the progress or changes made by your team as a result of your Overcoming Overload Workshop investment. The data compares the **Effectiveness and Overload Gauge™** input taken before our workshop to the same input taken **about 8 weeks later**. The Appendix section provides supporting data and tables.

In the following reports please note that:

- A. The average **Overload Gauge** improvement is **26.7%**. This is a summary of **20 indicators** divided into three groups and their related % improvements:
  - 1. **Filtering System**: the ability to prioritize and focus on higher value roles, goals and relationships – **20.1%**
  - 2. **Input Systems**: the ability to effectively handle and prioritize the flood of demands created by e-mail, phone, paper, interruptions, and meetings – **25.7%**
  - 3. **Filing Systems**: the ability to create a clutter free information environment that improves the timely access to needed information with minimum maintenance overhead – **36.9%**
- B. **Work Overload indicators** improved by an average of **9%**.
- C. **Meeting Effectiveness** improved by an average of **7%**. This translates into an average savings of **1.9** hours per person per week. We suggest that this benefit could be doubled when this time is effectively used.

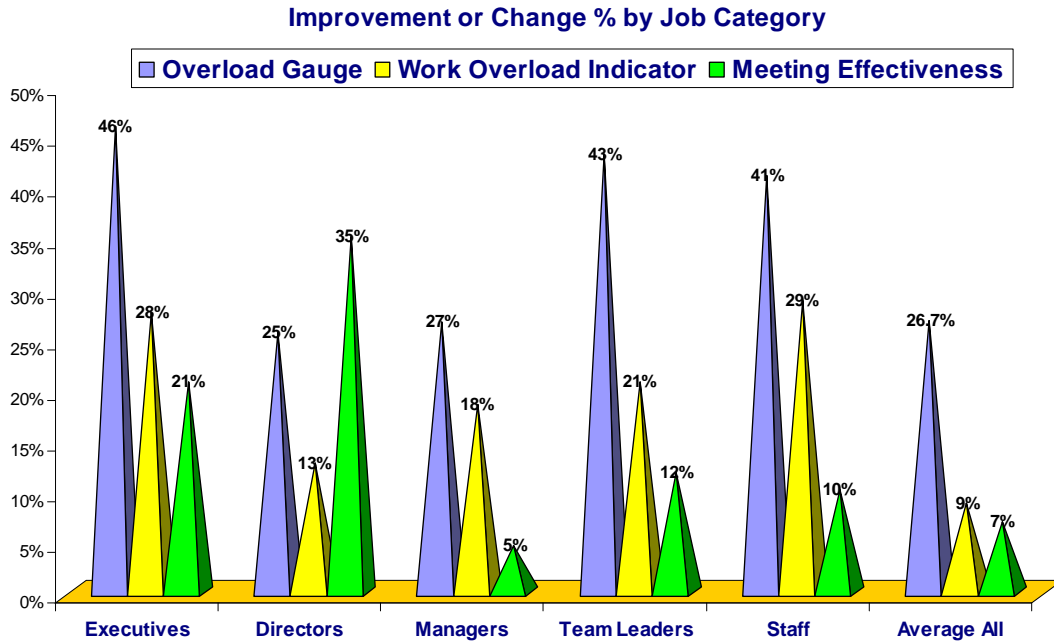
The above benefits do not include any of the subjective advantages and improvements such as enhanced feeling of control and improved work/life balance.

We thank you for your model and commitment. Our experience indicates that with continued leadership support these scores improve over time. We believe this should be the experience of your team. I will call you to answer any questions.

Sincerely,

*Baha Habashy*

## A. CONSOLIDATED REALIZED BENEFITS <sup>1</sup>



## B. THE OVERLOAD GAUGE™

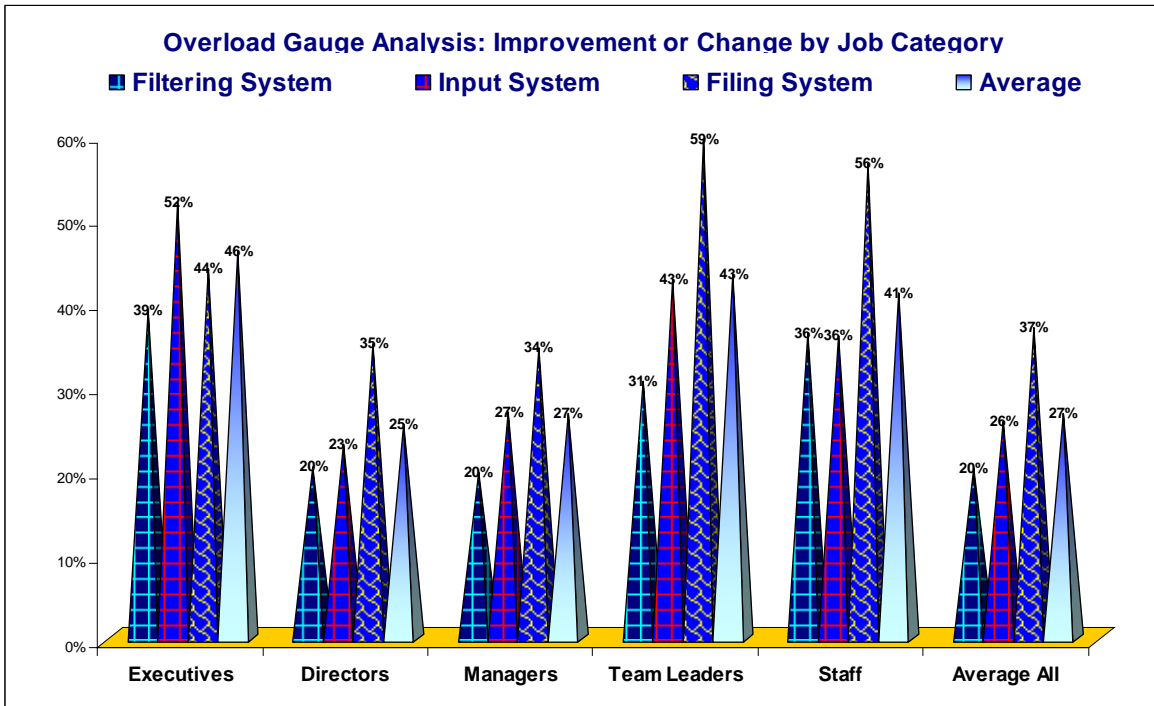
The following table and graph reflect the % change in the 20 statements Overload gauge summarized by job category by system.

Consolidated Summary of the 20 Overload Gauge Statements						
Details provided on next page						
Overload Gauge / Job Category	XR208, XR608					
	Executive	Directors	Managers	Team Leaders	Staff	Average All
<b>Filtering Systems</b> - The ability to effectively prioritize and focus on higher value roles, goals and relationships	38.9%	20.3%	19.7%	30.6%	36.2%	20.1%
<b>Input Systems</b> - The ability to effectively control unrealistic demands and expectations created by e-mail, phone, meetings, interruptions and paper	51.8%	23.0%	26.7%	42.6%	35.9%	25.7%
<b>Filing Systems</b> - The ability to create clutter free filing system that improves the timely access to needed information with minimum maintenance and overhead	43.8%	34.9%	34.4%	59.3%	56.3%	36.9%
<b>Overall Average</b>	45.9%	25.5%	26.6%	43.1%	41.0%	26.7%

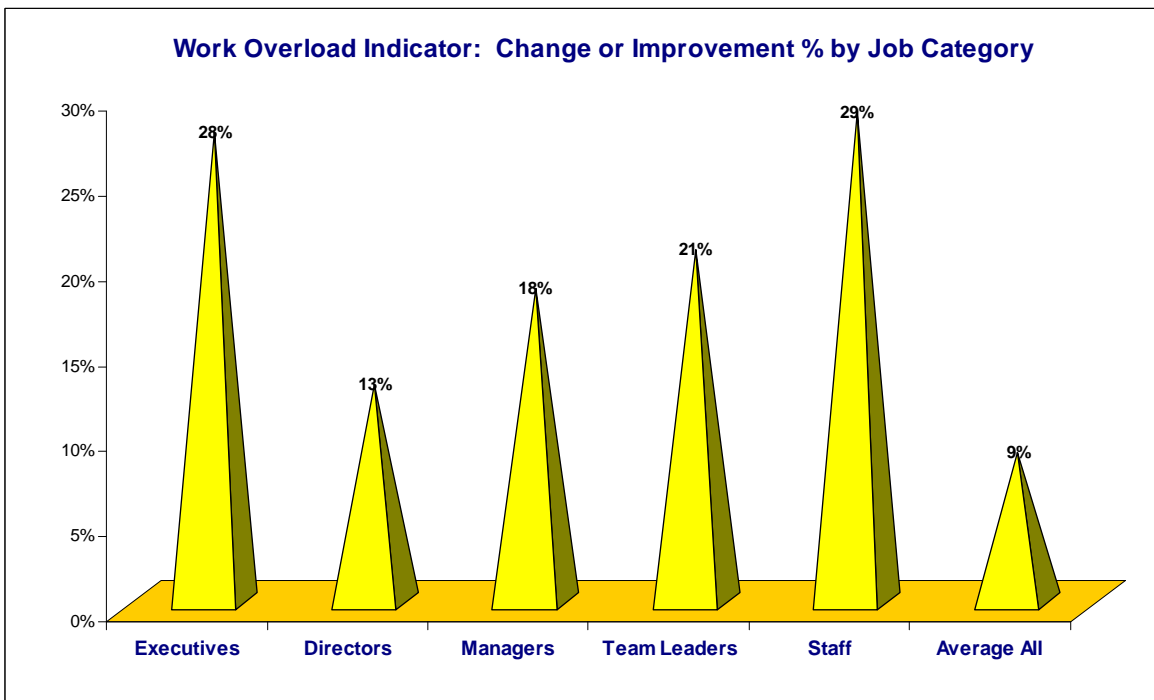
**% = Progress or Change, Color Code**



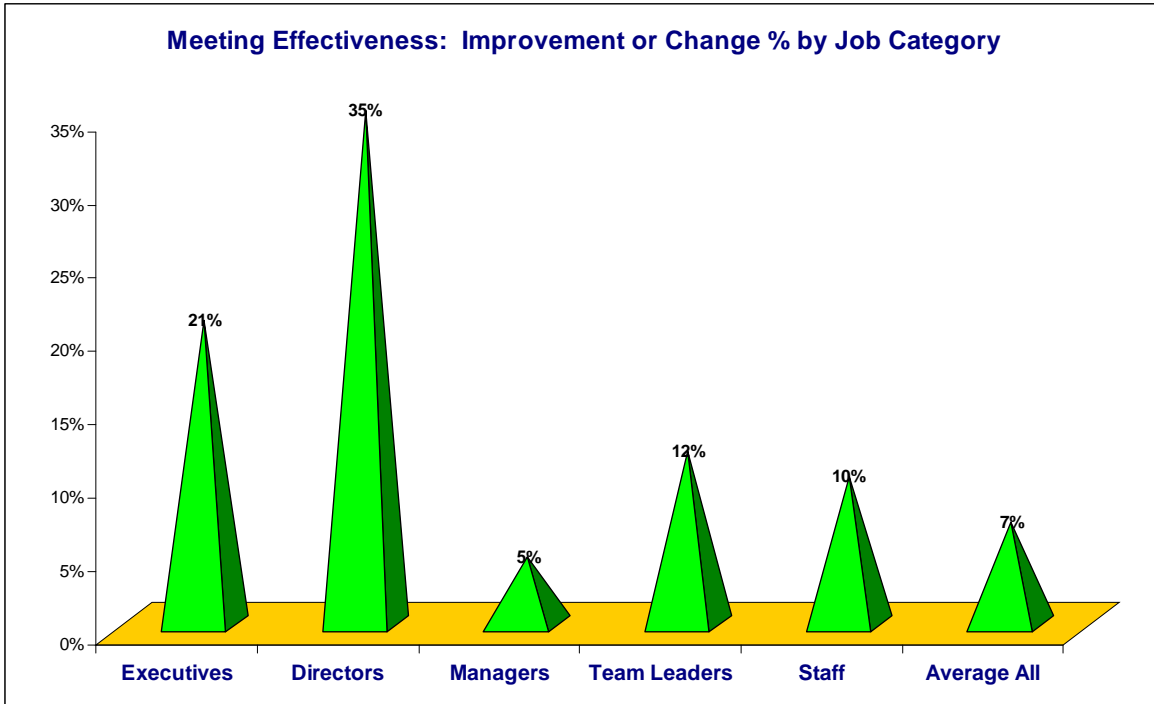
<sup>1</sup> **Note:** Graph presentation value differences are due to decimal rounding of calculated values.



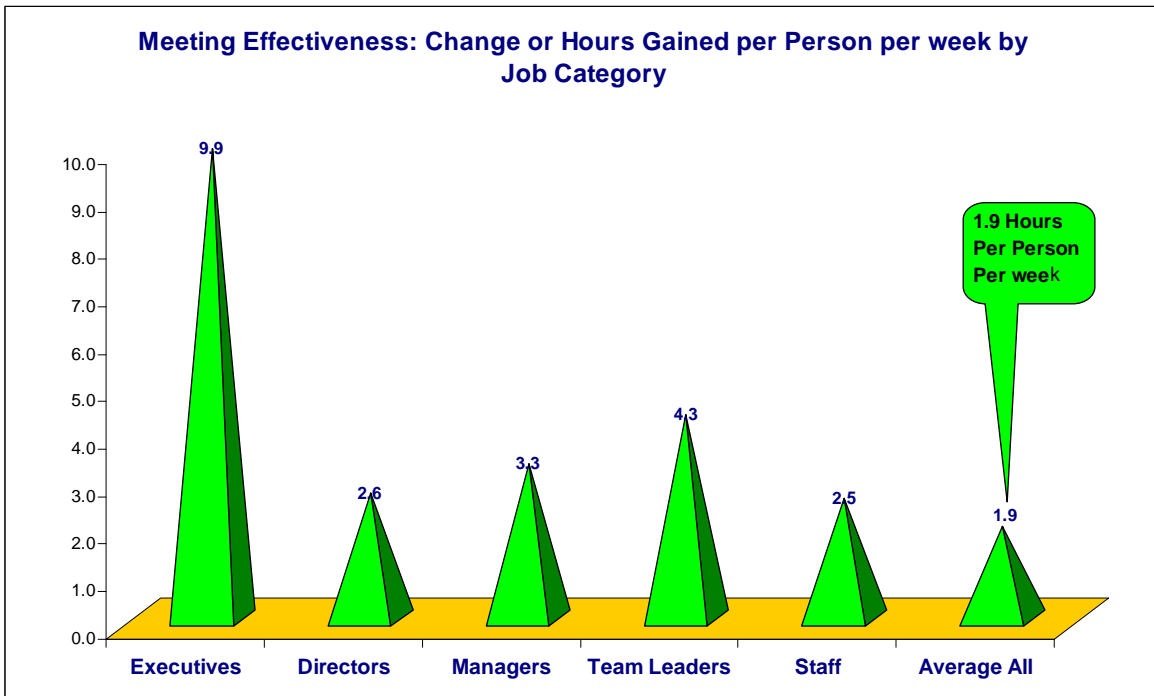
**C. THE WORK OVERLOAD INDICATOR**



**D. MEETING EFFECTIVENESS INDICATORS**



**E. MEETING EFFECTIVENESS HOURS IMPACT**



### A. Results by Job Category Analysis

#### XRX208, XRX608

<b>Overload Gauge Summary % Change by Job Category</b>								
Data / Average	# of Surveys		Overload Gauge			Work Overload		
	Received at Start	Received at End	Start Score	End Score	% Average Change Improvement	Start Hours Worked	End Hours Worked	% Average Change Improvement
<b>Executives</b>	1	1	3.1	1.7	<b>46%</b>	69.0	50.0	<b>28%</b>
<b>Directors</b>	3	3	3.7	2.8	<b>25%</b>	59.0	51.5	<b>13%</b>
<b>Managers</b>	24	21	3.3	2.4	<b>27%</b>	50.9	41.6	<b>18%</b>
<b>Team Leaders</b>	10	8	3.5	2.0	<b>43%</b>	48.5	38.5	<b>21%</b>
<b>Staff</b>	10	8	3.1	1.8	<b>41%</b>	47.6	34.0	<b>29%</b>
<b>Average All</b>	<b>48</b>	<b>43</b>	<b>3.3</b>	<b>2.4</b>	<b>26.7%</b>	<b>51.2</b>	<b>46.7</b>	<b>9%</b>

#### XRX208, XRX608

<b>Overload Gauge Summary % Change by Job Category</b>										
Data / Average	Meeting Effectiveness - per Person per Week									
	Start % Time in Meetings	End % Time in Meetings	Average Change % Time in Meetings	Start Meeting Effectiveness %	End Meeting Effectiveness %	Average Change Meeting Effectiveness %	Start Lost Hours	End Lost Hours	Lost Hours Average Change Improvement	Lost Hours Average Change Improvement %
<b>Executives</b>	47.8%	40.0%	<b>16%</b>	70.0%	84.5%	<b>21%</b>	9.90	0.0	<b>9.9</b>	<b>100%</b>
<b>Directors</b>	37.8%	48.4%	<b>-28%</b>	46.5%	62.8%	<b>35%</b>	11.91	9.3	<b>2.6</b>	<b>22%</b>
<b>Managers</b>	37.4%	28.0%	<b>25%</b>	60.2%	63.0%	<b>5%</b>	7.56	4.3	<b>3.3</b>	<b>43%</b>
<b>Team Leaders</b>	35.0%	22.3%	<b>36%</b>	55.5%	62.0%	<b>12%</b>	7.55	3.3	<b>4.3</b>	<b>57%</b>
<b>Staff</b>	26.3%	17.1%	<b>35%</b>	68.2%	75.0%	<b>10%</b>	3.98	1.4	<b>2.5</b>	<b>64%</b>
<b>Average All</b>	<b>34.8%</b>	<b>31.2%</b>	<b>10%</b>	<b>61.5%</b>	<b>65.8%</b>	<b>7%</b>	<b>5.6</b>	<b>3.6</b>	<b>1.9</b>	<b>35%</b>

<b>PROGRESS REPORT</b> <b>Consolidated for Project Codes:</b> <b>XRX208, XRX608</b>		Progress or Change					
		All Participants	Executive	Directors	Managers	Team Leaders	Staff
<b>To what Extent do you agree with the following</b>							
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	27%	67%	25%	26%	45%	43%
2	People place <b>urgent demands</b> on my life.	7%	25%	0%	8%	33%	24%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	22%	67%	33%	14%	28%	44%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	23%	50%	10%	22%	26%	41%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	23%	50%	8%	25%	38%	38%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	16%	-50%	29%	22%	30%	19%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	28%	50%	43%	24%	41%	42%
<b>Sub -Total: Filtering System Score</b>		20%	39%	20%	20%	31%	36%
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	19%	80%	8%	22%	31%	23%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	14%	0%	14%	16%	36%	29%
10	I feel guilty if I have not <b>responded</b> to my calls.	41%	80%	54%	38%	64%	50%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	36%	33%	10%	40%	48%	48%
12	I find <b>taking notes in meetings</b> stressful.	19%	60%	0%	26%	17%	11%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	22%	50%	25%	19%	51%	40%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	22%	20%	29%	25%	47%	33%
<b>Sub -Total: Input System Score</b>		26%	52%	23%	27%	43%	36%
15	I feel I need more <b>workspace</b> .	34%	0%	25%	33%	53%	53%
16	More than 70% of my <b>desk</b> is often covered by papers.	47%	50%	64%	41%	67%	63%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	38%	50%	40%	37%	46%	54%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	41%	50%	33%	43%	61%	54%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	32%	50%	31%	31%	59%	48%
20	I am often behind on my <b>reading</b> . This bothers me.	29%	40%	15%	22%	69%	64%
<b>Sub -Total: Filing System Score</b>		37%	44%	35%	34%	59%	56%
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		27%	46%	25%	27%	43%	41%
<b>AVERAGE TOTAL HOURS PER WEEK</b>		9%	28%	13%	18%	21%	29%
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		10%	16%	-28%	25%	36%	35%
<b>% AVERAGE MEETING EFFECTIVENESS</b>		7%	21%	35%	5%	12%	10%

**% = Progress or Change, Color Code**

V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>All Participants</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XRX208, XRX608</b>		<b>48</b>	<b>43</b>	<b>&lt;&lt; ##</b>
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	3.68	2.67	27%
2	People place <b>urgent demands</b> on my life.	4.03	3.76	7%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	3.61	2.82	22%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	3.03	2.33	23%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	3.42	2.64	23%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	3.58	3.00	16%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	2.68	1.94	28%
<b>Sub -Total: Filtering System Score</b>		<b>3.43</b>	<b>2.74</b>	<b>20%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	4.05	3.30	19%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.29	1.97	14%
10	I feel guilty if I have not <b>responded</b> to my calls.	4.00	2.36	41%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.13	2.00	36%
12	I find <b>taking notes in meetings</b> stressful.	2.42	1.97	19%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	3.97	3.09	22%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	3.29	2.55	22%
<b>Sub -Total: Input System Score</b>		<b>3.31</b>	<b>2.46</b>	<b>26%</b>
15	I feel I need more <b>workspace</b> .	2.11	1.39	34%
16	More than 70% of my <b>desk</b> is often covered by papers.	2.55	1.36	47%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	3.00	1.85	38%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	3.71	2.18	41%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	3.03	2.06	32%
20	I am often behind on my <b>reading</b> . This bothers me.	3.63	2.58	29%
<b>Sub -Total: Filing System Score</b>		<b>3.01</b>	<b>1.90</b>	<b>37%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.26</b>	<b>2.39</b>	<b>27%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>51.2</b>	<b>46.7</b>	<b>9%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>35%</b>	<b>31%</b>	<b>10%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>62%</b>	<b>66%</b>	<b>7%</b>

**% = Progress or Change, Color Code**

V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>Executive</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XR208, XR608</b>		1	1	<< ##
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	3.00	1.00	67%
2	People place <b>urgent demands</b> on my life.	4.00	3.00	25%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	3.00	1.00	67%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	2.00	1.00	50%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	2.00	1.00	50%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	2.00	3.00	-50%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	2.00	1.00	50%
<b>Sub -Total: Filtering System Score</b>		<b>2.57</b>	<b>1.57</b>	<b>39%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	5.00	1.00	80%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.00	2.00	0%
10	I feel guilty if I have not <b>responded</b> to my calls.	5.00	1.00	80%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.00	2.00	33%
12	I find <b>taking notes in meetings</b> stressful.	5.00	2.00	60%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	2.00	1.00	50%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	5.00	4.00	20%
<b>Sub -Total: Input System Score</b>		<b>3.86</b>	<b>1.86</b>	<b>52%</b>
15	I feel I need more <b>workspace</b> .	1.00	1.00	0%
16	More than 70% of my <b>desk</b> is often covered by papers.	2.00	1.00	50%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	2.00	1.00	50%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	4.00	2.00	50%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	2.00	1.00	50%
20	I am often behind on my <b>reading</b> . This bothers me.	5.00	3.00	40%
<b>Sub -Total: Filing System Score</b>		<b>2.67</b>	<b>1.50</b>	<b>44%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.05</b>	<b>1.65</b>	<b>46%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>69.0</b>	<b>50.0</b>	<b>28%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>48%</b>	<b>40%</b>	<b>16%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>70%</b>	<b>85%</b>	<b>21%</b>

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V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>Directors</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XRX208, XRX608</b>		<b>3</b>	<b>3</b>	<b>&lt;&lt; ##</b>
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	4.00	3.00	25%
2	People place <b>urgent demands</b> on my life.	4.67	4.67	0%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	5.00	3.33	33%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	3.33	3.00	10%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	4.00	3.67	8%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	4.67	3.33	29%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	2.33	1.33	43%
<b>Sub -Total: Filtering System Score</b>		<b>4.00</b>	<b>3.19</b>	<b>20%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	4.33	4.00	8%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.33	2.00	14%
10	I feel guilty if I have not <b>responded</b> to my calls.	4.33	2.00	54%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.33	3.00	10%
12	I find <b>taking notes in meetings</b> stressful.	1.67	1.67	0%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	4.00	3.00	25%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	4.67	3.33	29%
<b>Sub -Total: Input System Score</b>		<b>3.52</b>	<b>2.71</b>	<b>23%</b>
15	I feel I need more <b>workspace</b> .	1.33	1.00	25%
16	More than 70% of my <b>desk</b> is often covered by papers.	3.67	1.33	64%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	3.33	2.00	40%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	5.00	3.33	33%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	4.33	3.00	31%
20	I am often behind on my <b>reading</b> . This bothers me.	4.33	3.67	15%
<b>Sub -Total: Filing System Score</b>		<b>3.67</b>	<b>2.39</b>	<b>35%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.73</b>	<b>2.78</b>	<b>25%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>59.0</b>	<b>51.5</b>	<b>13%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>38%</b>	<b>48%</b>	<b>-28%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>47%</b>	<b>63%</b>	<b>35%</b>

**% = Progress or Change, Color Code**

V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>Managers</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XRX208, XRX608</b>		<b>24</b>	<b>21</b>	<b>&lt;&lt; ##</b>
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	3.54	2.62	26%
2	People place <b>urgent demands</b> on my life.	4.08	3.76	8%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	3.33	2.86	14%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	2.88	2.24	22%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	3.42	2.57	25%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	3.71	2.90	22%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	2.50	1.90	24%
<b>Sub -Total: Filtering System Score</b>		<b>3.35</b>	<b>2.69</b>	<b>20%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	4.21	3.29	22%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.25	1.90	16%
10	I feel guilty if I have not <b>responded</b> to my calls.	3.92	2.43	38%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.04	1.81	40%
12	I find <b>taking notes in meetings</b> stressful.	2.62	1.95	26%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	3.96	3.19	19%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	3.04	2.29	25%
<b>Sub -Total: Input System Score</b>		<b>3.29</b>	<b>2.41</b>	<b>27%</b>
15	I feel I need more <b>workspace</b> .	2.42	1.62	33%
16	More than 70% of my <b>desk</b> is often covered by papers.	2.50	1.48	41%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	3.25	2.05	37%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	4.00	2.29	43%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	3.04	2.10	31%
20	I am often behind on my <b>reading</b> . This bothers me.	3.62	2.81	22%
<b>Sub -Total: Filing System Score</b>		<b>3.14</b>	<b>2.06</b>	<b>34%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.27</b>	<b>2.40</b>	<b>27%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>50.9</b>	<b>41.6</b>	<b>18%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>37%</b>	<b>28%</b>	<b>25%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>60%</b>	<b>63%</b>	<b>5%</b>

**% = Progress or Change, Color Code**

V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>Team Leaders</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XRX208, XRX608</b>		<b>10</b>	<b>8</b>	<b>&lt;&lt; ##</b>
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	3.80	2.10	45%
2	People place <b>urgent demands</b> on my life.	3.90	2.60	33%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	3.90	2.80	28%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	3.40	2.50	26%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	3.20	2.00	38%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	3.30	2.30	30%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	3.40	2.00	41%
<b>Sub -Total: Filtering System Score</b>		<b>3.60</b>	<b>2.50</b>	<b>31%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	3.50	2.40	31%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.80	1.80	36%
10	I feel guilty if I have not <b>responded</b> to my calls.	4.20	1.50	64%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.10	1.60	48%
12	I find <b>taking notes in meetings</b> stressful.	1.80	1.50	17%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	4.30	2.10	51%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	3.80	2.00	47%
<b>Sub -Total: Input System Score</b>		<b>3.50</b>	<b>2.01</b>	<b>43%</b>
15	I feel I need more <b>workspace</b> .	1.90	0.90	53%
16	More than 70% of my <b>desk</b> is often covered by papers.	2.40	0.80	67%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	2.80	1.50	46%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	2.80	1.10	61%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	2.90	1.20	59%
20	I am often behind on my <b>reading</b> . This bothers me.	3.50	1.10	69%
<b>Sub -Total: Filing System Score</b>		<b>2.95</b>	<b>1.20</b>	<b>59%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.50</b>	<b>1.99</b>	<b>43%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>48.5</b>	<b>38.5</b>	<b>21%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>35%</b>	<b>22%</b>	<b>36%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>56%</b>	<b>62%</b>	<b>12%</b>

**% = Progress or Change, Color Code**

V. Good	Good	Low
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## Effectiveness and Overload Gauge, Potential Improvement Estimates

Note: (A) = Average score participants' first input, (B) Average score participant's second input  
(%) = Potential improvement

<b>PROGRESS REPORT</b>		<b>Staff</b>		
<b>Consolidated for Project Codes:</b>		(A)= First input (B) Second input (%) Change\ Progress.		
<b>XRX208, XRX608</b>		<b>10</b>	<b>8</b>	<b>&lt;&lt; ##</b>
<b>To what Extent do you agree with the following</b>		<b>(A)</b>	<b>(B)</b>	<b>(%)</b>
1	I have no <b>control</b> over the amount of my voice mail, e-mail, meetings, and interruptions	4.00	2.30	43%
2	People place <b>urgent demands</b> on my life.	3.70	2.80	24%
3	My roles and responsibilities cover many <b>subjects</b> and are hard to classify.	3.90	2.20	44%
4	At work I do not feel <b>equipped and empowered</b> to be the best I can be and do what I love to do.	3.40	2.00	41%
5	I often give up my <b>personal life</b> in order to keep up with all I have to do.	3.40	2.10	38%
6	I do not have written <b>personal goals</b> that relate to my personal and corporate roles.	3.10	2.50	19%
7	I treat all <b>people equally</b> ; it is hard for me to <b>define</b> who is more important.	3.30	1.90	42%
<b>Sub -Total: Filtering System Score</b>		<b>3.54</b>	<b>2.26</b>	<b>36%</b>
8	By end of day, my <b>e-mail</b> in box usually has more than <b>10 items</b> .	3.50	2.70	23%
9	At the end of most days I have <b>voice mail</b> to which I should have responded.	2.40	1.70	29%
10	I feel guilty if I have not <b>responded</b> to my calls.	4.00	2.00	50%
11	On an average 70% of the time spent in <b>meetings</b> is unproductive.	3.30	1.70	48%
12	I find <b>taking notes in meetings</b> stressful.	1.90	1.70	11%
13	I get too many unscheduled meetings or <b>interruptions</b> per day.	4.20	2.50	40%
14	My in basket/inbox usually has material that are more than <b>2 days old</b> .	3.30	2.20	33%
<b>Sub -Total: Input System Score</b>		<b>3.23</b>	<b>2.07</b>	<b>36%</b>
15	I feel I need more <b>workspace</b> .	1.70	0.80	53%
16	More than 70% of my <b>desk</b> is often covered by papers.	2.40	0.90	63%
17	It takes me more than one minute to find an important document in my <b>paper files</b>	2.40	1.10	54%
18	It would take my associates more than three minutes to find an important document in my <b>filing system</b> .	2.60	1.20	54%
19	It would take me more than 30 seconds to find an item in my <b>electronic or e-mail files</b> .	2.70	1.40	48%
20	I am often behind on my <b>reading</b> . This bothers me.	3.30	1.20	64%
<b>Sub -Total: Filing System Score</b>		<b>2.52</b>	<b>1.10</b>	<b>56%</b>
<b>AVERAGE TOTAL OVER LOAD SCORES</b>		<b>3.12</b>	<b>1.84</b>	<b>41%</b>
<b>AVERAGE TOTAL HOURS PER WEEK</b>		<b>47.6</b>	<b>34.0</b>	<b>29%</b>
<b>% AVERAGE TIME SPENT IN MEETINGS</b>		<b>26%</b>	<b>17%</b>	<b>35%</b>
<b>% AVERAGE MEETING EFFECTIVENESS</b>		<b>68%</b>	<b>75%</b>	<b>10%</b>

**% = Progress or Change, Color Code**

V. Good	Good	Low
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