CONCEPT

Managing Information Overload: Email Triage, Digital Focus and Team Messaging Norms

30 November – 4 December 2026
Amsterdam - Zuidas business district hotel



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Introduction:

Inboxes, chat channels, notifications, reports and meetings now deliver more input than managers and knowledge workers can absorb, so attention fragments, replies slow down and important signals are missed in the noise. This Core Concept course on managing information overload shows participants how to audit their information inputs, triage email with inbox rules, quieten chat and notification traffic, filter reading, protect deep work, capture ideas in a trusted note system and agree team messaging norms. Each participant produces a Personal and Team Information Management Charter tested in a timed message-flood simulation.

Course Objectives:

- Diagnose how information overload affects attention, response quality and decisions using an information input inventory and a digital distraction baseline
- Redesign personal information channels by applying filtering strategies and a channel fit matrix to email, chat, shared documents and meetings
- Process a working inbox with a triage routine, inbox rules, folders and subscription clean-up so that priority messages surface first
- Configure chat, mention and notification settings and a reading queue filter so that only priority signals interrupt focused work
- Schedule protected deep work and replace low-value meetings with asynchronous written updates agreed with colleagues
- Set team email and messaging norms and digital wellbeing boundaries and track progress with overload improvement metrics

Target Audience:

- Managers who receive high volumes of email, reports and escalations and must decide quickly on incomplete signals
- Team leaders who shape how their teams use email, chat channels and meetings
- Senior specialists and knowledge-work leads whose output depends on long stretches of analysis, writing or design
- Section heads who coordinate work across several collaboration platforms and shared inboxes
- Project and programme managers who handle stakeholder message traffic across email, chat and shared workspaces

Course Outline:

Day 1: Information Overload Foundations and Personal Input Audit

- Information Overload Concept: Infobesity, Signal-to-Noise Ratio and Processing Capacity
- Attention as a Scarce Resource and Attention Residue from Task Switching
- Overload Effects on Decision Quality: Heuristic Shortcuts and Missed Signals
- Information Input Inventory: Channels, Senders, Volumes and Response Expectations
- Digital Distraction Baseline: Notification Count, Unread Backlog and App Switching Log

Day 2: Filtering Models, Channel Architecture and Capture Systems

- Excluding and Including Coping Strategies: Filter, Ignore, Customise and Save for Later
- Channel Fit Matrix: Email, Chat, Shared Documents, Calls and Meetings
- Hyperactive Hive Mind Versus Structured Workflow Communication
- Second-Brain Capture Method: Collect, Organise, Distil and Retrieve Notes
- Personal Knowledge Base Structure: Projects, Areas, Reference and Archive Folders

Day 3: Email Triage, Chat Hygiene and Reading Filters

- Email Triage Routine: Delete, Delegate, Respond, Defer and File
- Inbox Rules, Folder Design, Search Operators and Newsletter Unsubscribe Sweep
- Chat Channel Hygiene: Mentions, Threads, Status Settings and Mute Rules
- Notification Settings Audit Across Desktop, Mobile and Collaboration Apps
- Reading Queue Filter: Relevance Scoring, Skim-or-Study Choice and Read-Later Lists

Day 4: Deep Work Protection, Meeting Overload and Team Messaging Norms

- Deep Work Scheduling: Focus Blocks, Message Batching Windows and Availability Signals
- Meeting Load Diagnostic and Async Alternatives: Written Updates and Recorded Briefings
- Team Messaging Agreement: Response Windows, Urgency Flags and Reply-All Rules
- Digital Wellbeing Boundaries: After-Hours Messaging Protocols and Device-Free Periods
- Overload Improvement Metrics: Inbox Age, Interruptions per Hour and Tracked Focus Hours

Day 5: Message-Flood Simulation and the Information Management Charter

- Timed Message-Flood Simulation: Mixed Email, Chat and Alert Stream
- Simulation Debrief: Triage Choices, Missed Signals and Response Latency
- Personal Information Management Charter Drafting
- Team Information Management Charter: Channel Rules and Escalation Paths
- Charter Peer Challenge and Adoption Measures Dashboard

Skills You Will Gain:

- Information Input Auditing
- Email Triage
- Notification Management
- Reading Prioritisation
- Deep Work Scheduling
- Personal Knowledge Management
- Asynchronous Communication Design
- Team Messaging Norm Setting

Why Attend This Course:

- Leave with a Personal and Team Information Management Charter ready to agree with your own team
- Recover focus hours now lost to pings, reply-all threads and meetings that could be a written update
- Practise triage choices under pressure in a message-flood simulation drawn from several sectors
- Compare channel habits and messaging rules with managers from different organisations and industries

Conclusion:

Managing information overload is less about reading faster and more about deciding which inputs reach you, when and through which channel. This course moves from an audit of current inputs and their effect on attention, through filtering models and capture systems, to email triage, chat and notification hygiene, deep work, meeting reduction and team messaging norms. The final day tests every routine in a message-flood simulation and closes with a Personal and Team Information Management Charter.