

Implementing White Space

Juliet Funt

Busyness is stealing our creative, thinking and processing time, also known as our white space, said Juliet Funt, CEO of WhiteSpace at Work, at [Leadercast Live 2019](#). Many of us fall victim to what Juliet called 'hallucinated urgency,' which she defined as a chronic mirage that tricks hardworking people into thinking everything they touch is urgent.

How Do Healthy Teams Combat This Phenomenon?

- 1. Trade objectivity about urgency.** Healthy teams trust each other and keep other members from getting frantic when a member falls victim to hallucinated urgency.
- 2. Use the wedge between impulse and response.** “Impulse control is a hard thing to develop in our jumpy, caffeinated culture at work,” said Juliet. Try to apply the wedge—a pause when you have the urge to say something—and ask yourself if what you want to say is time sensitive to work flow.
- 3. Use an idea repository.** As ideas come to you, jot them down instead of acting immediately.
- 4. Use deadlines as support.** Let deadlines free you, not hover over you. Know how long it takes you to do a project and when it's due, and don't let it intimidate you in the meantime.
- 5. Use the yellow list.** Instead of immediately firing off an email to a colleague, keep a running list of everything you need to discuss with that person. If the topic has an attachment or necessary paper trail, send an email. If not, schedule a weekly meeting to discuss everything on your yellow list.
- 6. Incorporate white space into your day.** Even if it's a few minutes, schedule time to think freely. “White space is like a cool washcloth on the hot brow of hallucinated urgency,” said Juliet.