

# Basex Offers Six New Year's Resolutions For Knowledge Workers To Fight Information Overload

NEW YORK, N.Y.--Dec. 30, 2009--Basex, a knowledge economy research firm, released a list of 2010 New Year's Resolutions for knowledge workers everywhere who are confronted with the problem of information overload.

Information overload describes an excess of information that results in the loss of ability to make decisions, process information, and prioritize tasks. Organizations of all shapes and sizes have already been significantly impacted by it; the problem costs the U.S. economy \$900 billion per year in lowered productivity and throttled innovation according to Basex.

- 1.) Learn better search techniques. Control search results using Boolean logic by typing AND or OR and use advanced options to narrow the field.
- 2.) Use restraint in communications. Don't cc the world, don't include more people than necessary in any communication, avoid gratuitous "thanks" and "great" replies, and avoid reply-to-all at all costs.
- 3.) Write clearly. Better yet, refrain from combining multiple themes and requests in one single e-mail. And make sure the subject is specific as opposed to general (writing "Help needed" without further details helps no one, especially the recipient). These simple steps will add instant clarity with little effort.
- 4.) Read what you write - before you click send. Unclear communications result in excessive and unnecessary back-and-forth communications that would have been unnecessary were the first missive unambiguous and to-the-point.
- 5.) Read what others write - before replying. While it would be nice to believe that people will place the most important information at the very beginning, often times the key facts are buried in the closing paragraphs. What you are about to ask may already have been covered.
- 6.) Value your colleagues' time as if it were your own. If a response to an e-mail is not immediately forthcoming, don't pick up the phone or send an IM saying "did you get my e-mail?".

The New Year's Resolutions are also available on line at <http://www.basexblog.com/2009/12/29/new-years-res-information-overload/>

## About Basex

Basex is the world's foremost knowledge economy research and advisory firm. Founded in 1983 and headquartered in New York City, Basex provides senior business executives from organizations across the globe with strategic advice, business and technology guidance, best practices, and insight about knowledge worker management and productivity.

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