





You are the one that we praise

Jason Schneider Are You Productive? Effective? Useful? More to the point, are you productive, efficient and helpful enough? These are the kinds of issues that arise (naturally and frighteningly) when technology makes it easier to stay online and connected 24/7. But all this connectivity brings two unfortunate side effects. First, the expectation that we'll be available all the time-from bosses, friends, to the media, things just to do-increased. Secondly, productivity and efficiency concepts have been predefined according to what our devices allow. If you could work, a certain line of thinking goes, then you should be. Yet being able to use technology as much as we want does not guarantee that we are using our time well. The devices we love are full of bright, colourful distractions, tempting us to move a little further to freshen up over and over again. (Mind you: Tech companies design their products to be addictive.) And the disadvantages of heavy use of technology, studies show, are numerous: depression, loneliness, isolation, lower empathy, and even suicidal thoughts. In her new book, 24/6, Tiffany Shlain, founder of the Webby Awards, sets out a plan for the survival of our always on culture. Taking cues from her Jewish heritage, she suggests tech Shabbat: one day a week with no screens or devices. For thousands of years Shabbat prescribed that people set aside time to rest and think. Shlain writes that her modern interpretation benefits our mental and physical health-and she has spent the past decade practicing it. Disconnection gives us more chances to enjoy hobbies and socialize, he says, but one of his greatest gifts is perspective. When we step away from technology on a regular basis, it is easier to consider whether we use it wisely. What else can you do to resist a digital world that requires your 24/7 productivity? Artist Jenny Odell has an idea: nothing. In How to Do Nothing, her treatise on capitalism tends to compare useful with being able to make money, she argues for the value of being useless. But nothing he prefers is about inaction or apathy. It's about reclamation of our time and putting on activities whose place is not profit. The danger of capitalist notion of value is that they are associated with economic output, a metric that lacks, well, almost everything. To make an algorithm, the value of a conversation between two people can be a glimpse of what they are likely to buy. For these two people, of course, it is worth talking about alone. Odell argues that if our identity depends only on what we contribute to the P& L society' expression, we will probably end up losing who we really are. Our sense, he writes, should instead come from our connections with the places we live in and with the people, plants and animals we share S. The digital world cannot correspond naturally as a source of purpose; Saturday spent online won't make you happier, but Saturday spent learning about local wildlife or building a community in your city just might. That's why its nothing is anything but: Pulling back from what is effective and profitable allows us to focus on what is actually worth. Peace of mind is the key offering another take on why you should do more nothing. The writer Ryan Holiday explores the virtues that helped famous personalities achieve some of their greatest triumphs. John F. Kennedy (patience, loneliness) resisted urging advisers to pursue aggressive military action during the Cuban missile crisis, preferring to wait for the Soviets with a blockade. Napoleon (focus, prioritization) waited weeks to answer the letters, believing that most things would resolve themselves and saving his attention for the really important. Marina Abramović (present) sat quietly in a chair for 750 hours during her 2010 MoMA performance piece, making permanent eye contact and forming an emotional connection with the visitor after the visitor. Holiday frames these stories as examples of calm, its term for the features on display. Cultivating peace, he says, gives us a better chance of succeeding in our relentlessly kinetic world. When I started writing this article, my editor asked me to try my own disconnection experiment for 24 hours. I agreed, but honestly, I was skeptical. I've spent the last few years weaning myself off social media. I'm holding the phone to Don't Disturb at Work. I don't check the email on weekends. I read 26 books last year. I really need tech Shabbat, a day to be still and do nothing? As it turned out, yes. My smartphone once excited me because of all the things you could do; Now his absence did because of all the things I couldn't do. You won't be surprised to learn that my day was guite analog: I meditated, listened to records, inspected the plant, went for a walk. What surprised me was that taking a break from screens brought an almost magical feeling of being more in control of your time. Looking at the people around me (most of whom were looking at their phones), I felt like I was undercover, resisting the efficiency of the economy while in plain sight. I couldn't help thinking of the Brazil movie, that great satire on technology and the dark organizations that oversee our every move and what it takes to break out of them. Even for a digital curmudgeon like me, it unproductively felt like a small revolution-and it's been one day of it. I can't wait to find out what ten years of tech Shabbats feels like. A version of this article appeared in the September-October 2019 issue of the Harvard Business Review. The scandal is selling. But amid the heavily publiced criticism that McDonald's has received in the positive things that McDonald's has been praised for as well. First, McDonald's is known for donating heavily to the Ronald McDonald House Charity (RMHC). The charity offers accommodation for parents so they can be close to a child who receives medical treatment away from home. McDonald's restaurants often include donation boxes where customers can donate to charity to fund the House, Care Mobile Program and Family Room Program - rooms in hospitals that can include TVs, computers and kitchens where pediatric patients and their families can relax. Since McDonald's Corp. provides a large portion of the cost of running a global RMHC office, most donations benefit the local chapter or programs [source: RMHC]. The McDonald's ad may face accusations of maintaining globalization with menu adjustments it has made for its restaurants in different countries. In India, for example, it offers culture-specific selections and got rid of beef to accommodate Hindus who don't eat. In a process dubbed glocalization, McDonald's is trying to promote its brand while keeping local culture intact. Some people argue that McDonalds has an impact on the cultures it touches, but rather than hurt them, restaurants actually benefit from these cultures with lifestyle improvements. In Golden Arches East, author James L. Watson credits McDonald's with raising bathroom cleanliness standards in Hong Kong. Before McDonald's began setting up restaurants there in the 1970s, most public restrooms were dirty by some standards. But the popularity of McDonald's clean bathrooms has caused other restaurants to consistently maintain higher hygiene practices. In the same book, Watson argues that the introduction of a new kind of food and grocery in China has encouraged customers to take on better table behavior. The exotic experience and atmosphere of McDonald's encouraged patrons to be more polite [source: Kristof]. Standing in line at the restaurant was something new to Hong Kong when the McDonald's restaurant arrived on the scene. Some people say that this practice promotes equality in the social hierarchy. Watson explains a theory that argues that a sense of equality is developed when both the customer and the server stand in this kind of setting [source: Watson]. In response to critics who argue that the company is having a negative impact on local communities, McDonald's and its supporters argue the opposite. The company's website touts the work that McDonald's does for communities that provide benefits such as jobs and revenue [source: McDonald's Corp. Some people argue that globalization - the very phenomenon that McDonald's is attacked at the forefront of - helps people in developing economies climb out of poverty [source: Meredith]. To help companies climb out of bad reputation, McDonald's crew is working to improve the public image, which we will discuss further. We all want to strike out ourselves. We can't stand a performance review. We hate being told what to do. We feel like if we have a boss, we're limited. By being open with her mistakes, it was easier to learn from it. Which is a little silly. Programmer Jonathan Mumm shows us why. He talks about being a Midwestern child with an inferiority complex (which this writer identifies with) in a world with something to prove. Though bursting with motivation, he was clumsy-miffing collaborators, making unproductive arguments, and rubbing people the wrong way. On the contrary, he saw the grace of his boss: The things I struggled with looked effortless. When she spoke to customers, she knew what to say it. While dealing with coworkers, she communicated her post with the right amount of force. She looked rational and humble. She had a rhythm I missed. Like any good voyeur/anthropologist/careerist, he observed and mimicked it. Mumm notes that she was, as people are, flawed-cynical, unfair, tempermental, they are all descriptors-and more importantly, she pointed it out. What Mumm's manager had in spades was self-awareness, a skill that could be rarer than data crunching: My boss was cleverly self-aware. She was aware of how she was perceived. Aware of her prejudices, mistakes and mistakes. It's a trait that I felt lacking in other managers I was considering. To be fair, it's shallow judgment to say that someone is not self-aware, but I get the impression of seeing someone regardless of frame of opinion, or humble-praising success, that it's not in the habit of stepping outside your own perspective to reflect on his views and self-image objectively. My boss had that habit, and it made a difference in how I was able to absorb and learn from it. By being open with her flaws, she was easier to learn from: Mumm could recognize her positive, emulation-worthy behavior and see her destructive habits, lending him a sense of discernment rare for young go-getters. By becoming vulnerable, mom's boss helped him to become more empatheticwhich is, if you were following along, one of our most important skills. Have you ever had a boss who was particularly amazing? Give them some love in the comments. Comments.

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