

THE *cost of* FRICTION

Modern workplace friction rarely looks dramatic. It shows up as constant interruptions, overloaded inboxes, rushed meetings and too little time left for focused work

117 email per day

The average worker receives 117 emails daily - a clear sign that communication volume is still overwhelming many working days.

153 Teams messages per day

By 8am, Teams overtakes email as the dominant communication channel. The average worker receives 153 Teams message per weekday.

2 minutes

Employees are interrupted roughly every 2 minutes by meetings, messages or email - making sustained focused much harder to protect.

60% unscheduled

Microsoft says 60% of meetings are unscheduled or ad hoc, which adds even more unpredictability to the working day.

Your takeaway...

Friction is not just a technology issue. It's what happens when communication volume outpaces structure. If work is increasingly driven by messages, meetings and interruptions, the answer isn't more tools - it's better operating rules, clearer collaboration design and stronger information architecture.