



Practical Email Management for Webinar Wednesdays 32 of 105 Tips to Minimize Time and Maximize Efficiency

Please note that this is only a partial list of tips for today's meeting

Taking Control of Incoming E-Mail Easing Congestion in Your Inbox

- E-mail remains the business community's No. 1 electronic communications tool. Originally conceived as a time-saving, productivity enhancing tool, e-mail swiftly has matured into a time-wasting, productivity draining business staple that—left unmanaged—can be as great a burden on individuals as it is a boon to organizations.
 1. Set your own personal e-mail usage policy
 2. Set auto send/receive for appropriate intervals to limit interruption
 3. Analyze incoming messages and immediately delete irrelevant ones
 4. Don't succumb to an e-mail sender's crisis
 5. Acknowledge legitimate e-mail promptly
 6. Set up folders to organize e-mail
 7. Prioritize folders with numbers
 8. Purge insignificant e-mail at day's end
 9. Alphabetize junk mail for a quick glance
 10. Assign a "gatekeeper" to handle your e-mail
 11. Challenge yourself to disconnect
 12. Check e-mail on Sunday to jump-start the workweek
 13. Coach other people on how to send you email
 14. Bcc yourself when you are requesting information and hold the email in a pending file until the task is complete
 15. Color code important recipients

Managing Your Outgoing E-Mail: Respecting Others' Time.

- 2005 productivity study from America Online and Salary.com reveals that the average American worker wastes two hours a day on non-work-related activities, with 45% of slackers surfing the Web for personal reasons.
 - All that time adds up, costing employers \$759 billion in lost productivity each year
16. Write powerful subject lines
 17. Use descriptive titles to eliminate uncertainty
 18. Use simple categories to strengthen the subject line
 19. Use the subject line **confirmed** for confirmation
 20. Use the subject line **delivered** when you send a document as promised
 21. Use the subject line **action required** so the recipient knows they have to take action
 22. Use the subject line **request** when you are asking for information

Communication dangers

- Email can be the source of misunderstandings and escalated issues. Avoid this trap.
23. For lengthy email, consider picking up the phone instead
 24. If you can't schedule a meeting in one e-mail, pick up the phone
 25. If you are not sure about the tone of an e-mail you receive call the sender
 26. Don't allow a disagreement to escalate using e-mail
 27. Don't send an e-mail while you are angry – hold it in your drafts folder
 28. Don't forward e-mail with political or religious content to your distribution list
 29. Don't send an e-mail to someone who is sitting beside you
 30. Always ask yourself if an e-mail can be offensive to the receiver
 31. Don't send email out in the middle of the night – it doesn't enhance your brand
 32. Remember that each email you send is like a mini-resume which may affect your future

With input from:

The Hamster Revolution Stop Info-Glut – Reclaim Your Life

by Mike Song, Vicki Halsey & Tim Burress

E-Mail Management: 50 Tips for Keeping Your Inbox Under Control by Nancy Flynn