Email Tips

- Do not check email first thing in the morning (and throughout the day) – check after the most important task of day is done! If necessary, do a quick scan for items needing immediate attention.
- Block out 2 or 3 times during day to process email – use timer!
- Process with the 5 Decisions, making speedy decisions.
- Think of your email inbox as a loading dock: Do NOT use email inbox for action items, reference files, reminder system, or address book.
- MOST IMPORTANT – KEEP YOUR INBOX EMPTY!!
- Create the following folders to manage your inbox:
  - 1. ACTION
  - 2. WAITING FOR RESPONSE
  - 3. PENDING/BACK BURNER
  - 4. QUICK REFERENCE
  - 5. TO READ
  - 6. 2016 (or current year)
- Clean out your inbox if it is overloaded. Create a holding folder if necessary:
  - 7. FRESH START.
- Turn off “ding” and ghost window!
- Send less email, receive less!
- Improve email quality: strengthen subject line (use directives: URGENT, ACTION, QUESTION, FYI, CONFIRMATION, REMINDER, SUGGESTION)
- Be clear in your subject line message. Include a date if a response is time sensitive.
- In the body of your email, state your purpose briefly and specify details using bullets when possible.
- Conclude with next steps (who, what, when).
- NRN = no reply needed  /  EOM = end of message
- Tie each email to a specific business purpose. One topic per email.
- F12 to save email to My Documents for reference storage.
- Use email folders for active storage.
- Shift + delete = permanent delete!