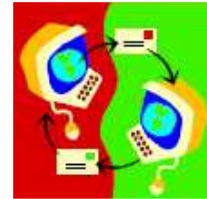**IMPACT〉productivity〈**

Tips for Effective E-mail Management

➢ **Keep your inbox** *empty* by doing the following with each email:

- o **Respond immediately** - if you can keep it to 1-2 lines and it will take less than 2 minutes to write your response.

- o **Make it an Action Item** – click and drag the e-mail to the calendar or to your tasks.

- o In Outlook, you can then **set the date and time** you will act on this email.

- o **File in "Response Needed" folder** – sort through this folder on a daily basis.

- o **File in "Reference" folder** – reference folders should be set up by subject

- o **Delete** – if the email does not fit in to one of the above, then get rid of it!

➢ **Sort your inbox in the order in which you want to process mail** (by date, subject, or sender).

➢ **Use the 'subject' line to help you stay organized**.

- o **E-mail received** - if the subject line is nondescript, change it to something meaningful and "save" your subject line change so you can find it easily later.

- o **E-mail sent** – summarize the content of your message in the subject line.

- o **E-mail replied to** – change the subject line if the original is no longer relevant.

➢ **Turn off your new mail desktop alert.** That pesky window on your desktop will simply distract you from focusing on a task you have chosen to work on.

➢ **Write e-mails that recipients want to read** by making the first sentence of your e-mail meaningful. Choose one of the following for an e-mail opener:

- o Request an action to be taken

- o Request information

- o Provide information

➢ **Write focused and concise messages that fit on one page.** Most people would not choose a computer screen to read lengthy text.

➢ **Use the out-of-office assistant when you are going to be out of the office.** Do state contact information for back-up assistance if relevant. Do not include personal information such as where you are going on vacation.

➢ **Beware of the 'reply to all' option** if your response is not intended for or required by all.

➢ **Limit your emails to one subject per message**. Send multiple messages if you have multiple subjects. This helps you and your recipient manage the message.

➢ **DO use spell check** before sending an email message. You never know where your message will be forwarded, so consider your tone, diction and format when composing your email.

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