



Time Management Hints and Tips

No:2

▶ *"It takes less time to do a thing right, than to explain why you did it wrong"*
Henry Wadsworth Longfellow

Email—Keeping it in perspective!



Is your in-basket overflowing with unread emails competing for your attention along with those 'red-flagged' items? Losing important messages? Do you dread logging on?

It's easy to feel like the victim in an electronic war of information—but you can take charge and turn the tables. Here are some ideas:

Handle one email at a time

Instead of reading through all your emails and then feeling overwhelmed and finding it difficult to prioritise which to handle first:

- 1: **SCAN** through the new emails; noting the subject titles
- 2: **DELETE** any of those you know you won't look at (the more risk averse may wish to file these in a folder called "delete later").
- 3: **DEAL** with those you can respond to quickly with very short replies
- 4: **DELETE** or file the ones you have dealt with
- 5: **DEAL** with the more complex ones that you have time to complete now
- 6: **DELAY** those that require more time or other inputs; schedule time to work on these

If you expect to have many emails on a specific topic then you'll find it useful to create folders where you can file your messages. For emails you plan to deal with later, you can use a file called 'Pending'.

Good practice for Sending emails

Be brief

Use meaningful subject titles

Select your recipients carefully (beware the multiple copies)

Avoid attachments unless necessary

Clarify your replies to make it obvious what you're writing about

5 minute helpers:

- Run through your in basket and delete everything you have no intention of following up or actioning
- Go through recent emails and add addresses to your email address book
- Identify 3 messages you felt you were inappropriately copied—and ask to be removed from further emails