



Top Ten Email Tips - delete it , delay it , do it

What's the best way to encourage everyone around you to improve their e-mail habits?

1. Delete it

Generally you can delete about half of all the e-mails you get. Here are some questions to ask yourself to help you decide what to delete:

Does the message relate to something you're currently working on? If not, you can probably read & delete it.

Does the message contain information you can find elsewhere? If so, delete it.

Does the message contain information that you will refer to within the next six months? If not, delete it.

Does the message contain information that you're required to keep? If not, delete it.



2. Delay by setting up a " Not Now folder"

Use it for messages, such as the e-mail you want to delete, but you're not sure. Check the folder at least once a week and delete any old messages.

In the File menu on Outlook go to New

Select Folder

Type "Not Now" in the Name box

Click OK

The new folder will appear in your folder list

To move emails into a different folder left click on the envelope icon and drag it to the relevant folder in your folder list.

3. Do it daily

Using this model on a daily basis makes it easier to handle a large quantity of e-mail. Experience shows that on average, people can process about 100 e-mail messages an hour. If you receive 40 to 100 messages per day, all you need is one hour of uninterrupted e-mail time to get through your Inbox.

Of the e-mail you receive:

50 percent can be deleted or filed

30 percent can be delegated or completed in less than 2 minutes

20 percent can be deferred to complete later

If you have a backlog of hundreds of messages, it will take time. But it is important to get that backlog down as its adding to your stress levels , so we suggest setting chunks of time aside to work through it.

Work in time each day to answer your e-mails and sort through them. Do not be always on it can be a distraction from completing larger pieces of work.

4. Create signatures for frequent replies. If you type the same text over and over in some emails, try creating a signature that you can add to messages automatically. You can create a collection of signatures for the different types of emails.

Go to the Tools menu and select Options
Click the Mail Format tab
Click Signatures
Click New
Enter your text and click Finish
Create as many signatures as you want
When you're done click OK twice
When you want to use a signature you'll find them in the Insert menu.

5. Keep it short and sweet and don't allow e-mail threads to grow too long. Recognise too when it's time to put down the mouse and go talk to someone, or pick up the phone.

6. Don't keep duplicate copies of emails:

If you respond to or forward an email it will be in both your sent items folder & your inbox. Delete it from your inbox

When you receive a response to an email you have sent delete the original email from your sent items folder

7. Think twice before emailing attachments:

Before emailing attachments ask yourself the following questions:

If the recipient/s of your email only need to know headline items from a document, email them these in bullet points and offer to forward to full document at their request.

Only send attachments if the recipients really need sight of it
Don't send attachments to a large distribution list if only 2 or 3 members actively need to see it.

Is there a shared area where the document can be stored? If there is then save the document in the shared area and email the file path

If only some of the recipients can access the shared area email them the file path and then send the attachment to the other recipients separately.

None of us have got time to read through large documents unnecessarily and frequently recipients will do one of the following:

Put them to one side until they have time to read them – which can sometimes be weeks rather than days or never !

Read through them quickly - this can result in major points being missed

8. Disable reply to all ?

Who really needs to see this document ?

If you're responding to an email that has been sent to a large group of people think twice before using the '**Reply to All**' option.

People use the 'Reply to All' option too often and only the original sender needs a response, in which case the 'Reply' option should be used.

9. Is there another way to reach my audience?

If you have a large attachment, e.g. with lots of graphics, which needs to reach a large group of people you could save on storage by publishing it in a shared area or on the Intranet.

If it's confidential to a specific group a password can be used which can be circulated to the recipients . (However this may not work from external addresses – inbound to KCC because of the Firewall security settings)

Open the document.
On the **File** menu, click **Save As**.
On the **Tools** menu in the **Save As** dialog box, click **General Options**.
In the **Password to open** box, type a password and then click **OK**.
In the **Re-enter password to open** box, type the password again, and then click **OK**.
Click **Save**. (and don't forget the password!)

10. If you can't use Outlook effectively get some training.
There are various courses available internally through KCC Training & Development.

To view the course details go to KNet:
Scroll down and look under Staffzone
Scroll down and click on Training and Development