Taming the E-mail Beast
Key Strategies for Managing
E-mail Overload & Efficiency

Presented by
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The Harsh REALITY

____ HOURS!

E-mail Reality
The Troubling Statistics

- More than half of professional e-mail users spend 25 – 50% of their day doing e-mail
- Only 1-3% have had formal training
- Average user reads EACH AND EVERY e-mail 3-7 times before taking action on it, "tasking it", or adding to calendar
- 20-25% of e-mail users check their e-mail 20 or more times per day (wait until you hear what this does to their intelligence and ability to focus)
- Average worker spends 1-2 hours per work day on personal activities, much of it e-mail
- Average office-based worker also loses 1-2 hours of potential productivity per work day due to disorganization
- 82% of all e-mails currently sent globally are now junk or spam

E-mail Reality

E-mail mismanagement is costing
your organization
$$$$$$$

from lost productivity, performance
and profits (not to mention stress, fatigue,
and low morale)

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E-mail Possibility

When used *properly*,
it actually CAN be a very
powerful tool that directly
contributes to productivity and
profitability

*One client found this training saved
each employee 2+ hours per week!*

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Key Strategy #1:
THE CLUTTER BUSTER!!!
The Three-Minute, One-Touch Rule

- ꜿ Every piece of information *(paper, fax, e-mail, v-mail, etc.)* you get you should touch one time.
- ꜿ If you can take care of this task (accomplish, reply, file, read, forward, delete, toss, etc.) *in three minutes or less,* DO IT RIGHT NOW!!!
- ꜿ If not, print or "task" for prioritization
- ꜿ Then, file appropriately to be accomplished in order of priority or urgency (you decide)

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Key Strategy #2:
A Great Outlook Tip
for "Tasking" Your E-mails

- Use "Drag and Drop" to create a new task
- Works also for:
  - New Calendar Entries
  - Creating a New Contact
  - Creating a New Memo/Note
- Can also drag and drop from these other functions to e-mail and each other
- In Gmail, use "More" button in open e-mail
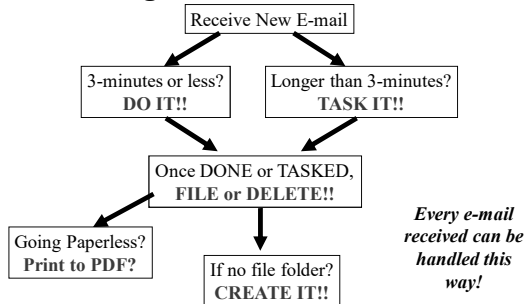- Can add to contacts by "mousing over"

"Taming E-mail" Decision Tree

Receive New E-mail

3-minutes or less? **DO IT!!**

Longer than 3-minutes? **TASK IT!!**

Once DONE or TASKED, **FILE or DELETE!!**

Going Paperless? **Print to PDF?**

If no file folder? **CREATE IT!!**

Every e-mail received can be handled this way!

Key Strategy #3:
Use Signatures/Drafts as
"Auto E-mail Tools"

- In Outlook, create additional signatures for commonly sent messages
- Can also use "Drafts" folder if e-mail has formatting or not using Outlook
- In Outlook 2010, Quick Parts can also automate certain frequently-used text blocks
- In Gmail, use "Canned Responses" – in Labs
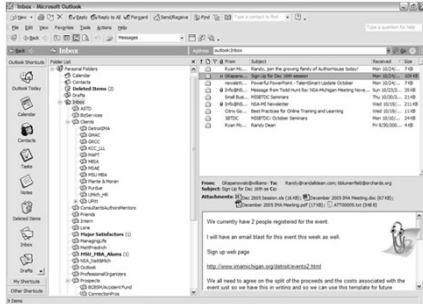- On smart phone/tablet, can save commonly-used draft messages/text in Evernote

Key Strategy #4:
Build a Sensible File Structure

Key Strategy #5:
Don't Be a "Blinger"

BLING!!!

◌ My typical recommendation: Resist temptation to constantly monitor
- Turn off sound notifiers and "pop ups" in "Settings"
- Or, just keep on notifiers for "Important" messages?
- May require team discussion on marking "Important" mail/items

◌ Instead, check at set points throughout day
- To balance productivity with responsiveness

◌ Realize many of you are being forced to "bling"
- Ask for a "habit change"

Key Strategy #6: More on Using Outlook Rules/Quick Steps

◌ Identify your most important clients, co-workers, supervisors – what are most important e-mails?

◌ Use a "Rule" to change the sound/notifier setting for that sender

◌ Can also auto-file from certain senders into subfolders, launch programs, etc.

◌ Can even permanently delete spammers!

◌ Quick Steps is like rules, but only runs when you "push the button"

Gmail User:
Get into your "Settings" tab

- Many things you can customize here
- Set up Signature
- Learn several useful keyboard shortcuts
- Turn on/off notifications
- Turn on notifications for "Important" items
- Set up a customized "theme"
- Set Reply features
- Set "immediate archive" upon send
- Automatically add new "send to" contacts to your contact list

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What about e-mail etiquette?
And nuisance e-mails like
FYI's, CC's, Reply Alls, etc.?

- Now have a full program related to e-mail etiquette and composition issues
- Actually dissect strong and poor e-mail messages, subject lines, etc.
- Also discuss urgency and related e-mail communications issues/opportunities

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Key Strategy #7:
"Divide and Conquer!"

- Multiple accounts
  - 1-2 "Professional" accounts
  - Your personal e-mail account
  - Your Internet e-mail account
- Rationale:
  - Focus your "work time" on WORK
  - Limit exposure to SPAM

Bonus Tip #8:
Shift_Delete

- For suspicious, SPAM, & junk e-mail
- Works on PC's – most e-mail programs (but not on internet-enabled e-mail programs like Yahoo!)
- Sorry Mac Users!

Final Thoughts:

Your next few days will be challenging!! Enjoy them!
- Block some time on your calendar to:
  - Clean out and reorganize your e-mail inbox and overall e-mail account
    - Add new e-mail file folders
    - Use the 3-minute rule
  - Set up your new personal/Internet e-mail accounts (if needed)
- Do a weekly "gut check" review of your workspace, e-mail, and your organization system to make sure it is "running smoothly"
- Revisit these training materials occasionally
- Share these strategies!

Where to Get More Info:

- Randy Dean's new book ***Taming the E-mail Beast:*** *45 Key Strategies for Managing the Mess of E-mail Overload* -- learn more at Amazon.com – then search "Taming Email"
- David Allen's ***Getting Things Done***

- ***Follow me on Twitter:*** **@timelyman**
- **Facebook: Facebook.com/TamingEmailBeast**
- ***Link to me on LinkedIn:*** **http://www.linkedin.com/in/randydean**
- **Also on Google+ and YouTube**

Other Randall Dean Programs:

- ↄ Keynote/Breakout Session: *"Finding An Extra Hour Every Day: Time Management Tips and Tricks for Busy Professionals"* (From 1 Hour to a 1/2 Day)
- ↄ *Optimizing Your Outlook:* Time Management Strategies for Busy Outlook Users
- ↄ NEW! *Smart Phone Success & Terrific Tablets:* Getting More Productivity from Your Tech Devices
- ↄ *Ending the Office Clutter:* Key Strategies for Managing Your Information Overload, Stacks & Piles
- ↄ Managing & Leading Great Staff & Team Meetings *(1-3 Hours)*

"Be the change you wish to see in the world."

– Gandhi

We're Done!!!

Thank You for Your Time

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