

Productive to the Max

Productivity

Performance

Profitability

Practice Email Etiquette

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Email recipients get lost of information. To make yours stand out, be constantly aware of the nicest way to transmit the information for instant viewing.

- Include a clear, short and specific subject line and repeat the information in the body of the message.
- Tell the recipients what you actually want them to do. Is it FYI only? Are they required to act, respond, pass on or read the message?
- Due to the enormous amount of information we receive, we can only digest one topic at a time. It is therefore best to include only one topic per email. If it is necessary to address multiple topics, explain that clearly in the introduction.
- Email does not provide for tone, language or body gestures to convey your message. Be careful, reread and have others read your messages before they are sent if you want to clearly state what you mean.
When sending attachments consider copying the attachment into the body of the email, using a shared file with a link or providing a summary of each attachment indicating the pages that contain relevant information. Use a virus scanner for attachments, zip or compress and give clear an meaningful names to your attachments
- Be polite- use greetings and a sign off but arrange with everyone in your department to refrain from replying with thank you etc. all the time. Restrict sending the jokes, cute presentations or chain letters. Create a separate personal email if you want to receive that type of information.
- Use a "NO REPLY NEEDED" when appropriate.
- Do not start a new message when replying. Use the "reply to" to keep the context of the old message in perspective. Remove the threads of very old messages.
Use "receipt request" and "urgent" sparingly. If you use them every time, eventually recipients will not pay any attention.
- Use Outlook's "Out of Office Assistant" in addition to your voice mail extended absence greeting to tell people that you are unavailable If you don't have an answer- say so or say no

The key to productivity, efficiency and effectiveness is control of your time, space and life. Take control over your email. If you do not, you will always be responding to the needs of others, will be constantly inundated and will never get out from under the information mess.