

MaxTips!

Productive to the Max

Productivity

Performance

Profitability

Take Time to Express Yourself Carefully

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Due to the fact that the channels of communication have been extended from phone, paper and voice to e-mail, we are being bombarded regularly with more than we can handle. Learn to take control of your time by following some of these communicating ideas:

- Avoid using e-mail to carry on dialogue, negotiate, deal with confidential matters or to determine consensus.
- Use e-mail to clarify, confirm and remind.
- Start memos with the conclusion.
- Start documents with the description "action requested" to help the reader focus.
- Unsubscribe from any list, service or communication tool for which you have no time or interest. (Of course, Maxtips should not be included in this group!)
- Avoid the "oops" factor. Insert the attachments BEFORE you begin the body of the e-mail. Make sure that attachments are welcome, are in the proper format and are not too large.
- Use the subject line to capture attention. Make it short and sweet.
- Use "reply to all" sparingly.
- DO NOT USE UPPER CASE! Do not respond when angry. (sit on it for a day), watch your time and be professional.
- Watch the grammar, spelling and punctuation
- Say hello nicely but don't send back a thank you for every e-mail.

My pet peeve? E-mails with literally hundreds of people copied in the cc column. Unless you are searching for a long lost lover, receiving such a document is an affront to the senses as well as a complete time waster. Learn to use the Bcc (Blind copy) function.

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