

SEVEN STEPS TO CONTROLLING EMAIL

Time block. Keep responses simple. Standardize and Batch.



Adapted from:

Taylor, D. (2016). *Time Management: To-Do List Strategies to Become a Productivity Master and Get Things Done*. Amazon.com Services LLC.

Kruse, K. (2015) *15 Secrets Successful People Know about Time Management*. The Kruse Group.

1. UNSUBSCRIBE.

Unsubscribe from most email promotions and newsletters.

2. TIME BLOCK.

Turn off email notifications. Process email only at certain times a day (e.g., some people do 30 minutes twice a day). Do nothing but email during this time.

3. TOUCH EACH EMAIL JUST ONCE. USE THE FOUR D'S.



4. KEEP RESPONSES SIMPLE.

Say what you need to say, then stop. **GOOD RULE OF THUMB:** 150 words (5 sentences or less).

5. "YES, AND..."

Be proactive when you agree to something. For example, if you agree to meet with someone, suggest specific meeting times. If you don't want or need a reply, write "NRN (no reply needed)" at the end.

6. STANDARDIZE AND BATCH.

Set up standard greetings and electronic signatures. Batch your responses. Find out if your email system allows you to send at a specific time. Consider working in offline mode to make it less distracting.

7. USE THE SUBJECT LINE.

Use the subject line to indicate the action required. Examples:

- "FYI: [subject]" - for passing info along
- "ACTION REQUIRED BY [DATE]: [subject]"
- "TO DO BY [DATE]: [subject]"
- "NRN: [subject]" for "no response needed"
- "[subject] - EOM" for "end of message" - means everything the person needs to know is in the subject line and they don't need to open.

