



Top Ten Tip Sheet

1. Unless your job is to read emails, don't read them every time they arrive, 2-3 times a day is enough.
2. Answering emails doesn't make you productive. Be clear what your priorities are that day and stick to them, however tempting.
3. Send less emails and copy less people in. Both create more emails back to you and encourage others to copy you in.
4. Use the subject line to summaries the content of your email, e.g. re: letter attached quoting £200 for London job 2223.
5. Switch of the distracting bleep that goes off every time an email arrives.
6. Straight away process and email that you open that can be done in 2 minutes or less.
7. Don't answer "Blackberrys" in meetings.
8. Always include your name and contact details on every email - people can easily call you if your details are to hand.
9. Don't use email for complicated chain messages, use the phone or set up a telephone conference.
10. Remember once sent you can't control where it goes. Don't put anything in it you wouldn't want quoted more publicly.

