

With 294 billion daily emails flying through the ether costing the average person four hours a day, a few 'email rules' are essential.

I give this book to you so that you can eliminate the despair and frustration you experience day in and day out with email; both in the office and on the move.

Use these prompts to agree on how you will use this tool together. See how a few simple guidelines can vastly improve how you work with the email beast!

Angie 'Speedy' Spiteri

www.timeequalsmoney.net.au

(Committed to helping you make informed and reliable decisions about your business efficiency, making for less stress in today's competitive world.)

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Rule
Your
Email

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By
Angie 'Speedy' Spiteri

**Revealed: The Little Known Facts That
Make Your Business More Successful!**

***Read this if you want to be in charge of
your life and business... now!***

Get your **FREE** copy of ***17 Time Management
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When someone sends you an email, what is a reasonable timeframe for you to respond?

24 hours?

12?

??

(The average person reads email within 6 seconds of receiving it.)

Does your timeframe for response differ depending on whether it's an internal or external email that you've received?

Can we agree on abbreviations for the 'Subject:' line that communicate priority and enable us to find them easily?

E.g.

- APP = approval required
- INF - information only
- ACT - action required

What other abbreviations can you create?

E.g.

- EOM - end of message
(i.e. no need to even open the email the message is in the subject line)

What makes a received email 'High Priority'?

(Whether the sender has marked it as
'High Priority' or otherwise.)

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You've sent an email, when is it reasonable to follow up?

(This avoids the *"I sent an email therefore my job is done."* misunderstanding or the *"I sent you an email 5 seconds ago... have you read it?"* problem.)

When sending, how do you decide whether to mark your email 'High' or 'Low Priority'?

Do you have or need a size limit on attachments?

Do you need to send attachments at all internally or could you agree to use hyperlinks?

Can you, should you set an upper limit on the size of attachments your server will accept?

How else could you share large files?

How could you use hyperlinks, Dropbox and other sharing methods more efficiently?

How quickly do you expect a response to your emails?

What's reasonable?

Consider both 'High Priority' and 'Low'.

Can you agree that when you send an email you will not call or visit to find out if the recipient has received, opened or actioned it?

Could you agree to reduce the number of times you check email to 3 times a day (or less) for the majority of people?

How about spending some time updating your voicemail and 'autosignatures' to say that you are not always available however, you do check X times a day? (Replace X with the number of times you are checking email or voicemail.)

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When should you NOT use 'Reply to All'?

When SHOULD you use 'Reply to All'?

How can you ensure the recipient acts on your email?

(Suggestion: Put their name in the 'To:' line and clearly state what action you require?)

How can you reduce copying in to the minimum?

If you must use 'Cc' what can you agree about sending and receiving such emails

E.g.

If 'Low Priority' then no action required.

Blind copying – the ‘Bcc:’ line
– When do you use it and
why?

E.g.

When sending emails to
people on a mailing list.

Which emails should we set to expire via the options tool?

E.g.

Emails inviting people to meetings, events, morning tea, etc.

When should a 'Read Receipt'
be requested (if ever)?

For what types of emails?

Under what circumstances?

What is the best way (if any) for you to use the 'voting buttons' to make your communication quicker and easier?

What email templates can you create to standardise the way information is sent out?

What can you agree about fancy fonts, backgrounds, animations, etc.?

(Remember the fancier the email the more storage it takes up.)

When sending emails externally, could you agree on a standard font and layout?

Do you need to agree a size limit on the emails you send?

E.g.

If it's over a certain length then it probably needs a phone call instead; or if it has to be written up, it should be a report or letter, etc.

How can you take the guesswork out of emails you send to each other?

What standard language and phrasing could you agree to use?

E.g.

“You are receiving this because...”

What common settings for your email software could agree on?

E.g.

Automatic spellcheck before sending?

What common address groups could you to set up and share to save time on regular emails to the same group of people (internal or external)?

In order to keep lengthy message threads down, can you agree to start all new topics in a fresh email?

What shortcuts between colleagues could you agree on?

E.g.

One-line emails without a greeting will not be perceived as blunt or rude.

Why not agree that a “Thank You” is not required?

Or, if you have to/like to/prefer to do it, you use the ‘Subject:’ line and follow with EOM (End of Message).

When should people call instead of emailing?

When should people email instead of calling?

What guidance do you need in place for when you receive emotional emails (i.e. they make you angry, upset, frustrated, etc.) to help you deal with them professionally?

Does this ever happen?

Could it?

Where should emails be stored to maximise ease of filing and access but also security?

When should 'Out of Office' messages be used?

E.g.

To avoid delays when a client sends a request that needs immediate action. Your 'OoO' message can tell them how else to contact you or who else can help them.

Do you need a standard
format and content for
'autosignatures'?

Should you agree not to use
'autosignatures' for internal
mail to save mailbox space?

With the calendar and task bar, what standards can you agree on?

E.g.

Different colours for different types of appointments so others can make/change appointments on your behalf if need be.

Is there an abbreviation you can use for emails so when someone returns from leave they know they can delete these?

If all emails need to be read on return from leave then how much 'catch up time' does a person have before they are officially on board again?

If you delegate responsibility to someone while on leave, what do you expect them to do to manage your email, calendar, task bar, etc.?

What ground rules (if any) do you need to agree on regarding personal emails?

Quantity?

Length?

Timing?

Circumstances?

When people are using mobile devices (e.g. BlackBerries) should they really be reading emails on the way to work or at 3am in the morning?

Do some roles require this?

Be honest!

What quirks and misunderstandings are associated with mobile devices?

What guidelines could you agree on that would avoid such difficulties?

Can you agree that people will not check email when in meetings, so they can concentrate/focus better?

If not, can you agree it for certain types of meeting?

When in meetings, do you want people's phones and mobile devices to be on 'vibrate', 'silent' or just switched off completely?

How do you advise your clients appropriately of any agreed rules that will affect them?

How do we stop sending so many emails? (think of your poor manager who gets Cc'd into everything and may be receiving an email every minute... or more!)

Under what circumstances would it be appropriate to break any of the emails rules you agree?

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I've made this book easy to read so you get to the end. Now that you are here what are you going to do? Don't waste another moment at the mercy of email. Do something to ensure your reputation and your business benefit.

I leave you with two of my favourite action-taking quotes...

"A year from now you will wish you had started today". - Karen Lamb

"The definition of insanity is to do the same thing and expect different results." - Rita Mae Brown

And if those don't work for you...

"Make your one day, your some day, your soon - NOW!!" - 'Speedy' Spiteri

Take good care and stay in touch,

Speedy