

Taming the E-mail Beast
Key Strategies for Managing
E-mail Overload & Efficiency

Presented by
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The Harsh REALITY



___ HOURS!

E-mail Reality
The Troubling Statistics

- ▷ More than half of professional e-mail users spend 25 – 50% of their day doing e-mail
- ▷ Only 1-3% have had formal training
- ▷ Average user reads EACH AND EVERY e-mail 3-7 times before taking action on it, "tasking it", or adding to calendar
- ▷ 20-25% of e-mail users check their e-mail 20 or more times per day (wait until you hear what this does to their intelligence and ability to focus)
- ▷ Average worker spends 1-2 hours per work day on personal activities, much of it e-mail
- ▷ Average office-based worker also loses 1-2 hours of potential productivity per work day due to disorganization
- ▷ 82% of all e-mails currently sent globally are now junk or spam

E-mail Reality

E-mail mismanagement is costing
your organization

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from lost productivity, performance
and profits (not to mention stress, fatigue,
and low morale)

E-mail Possibility

When used *properly*,
it actually CAN be a very
powerful tool that directly
contributes to productivity and
profitability

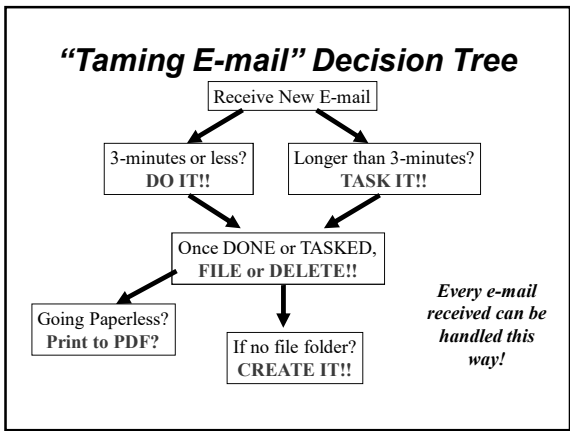
*One client found this training saved
each employee 2+ hours per week!*

**Key Strategy #1:
THE CLUTTER BUSTER!!!
The Three-Minute, One-Touch Rule**

- o Every piece of information (*paper, fax, e-mail, v-mail, etc.*) you get you should touch one time.
- o If you can take care of this task (accomplish, reply, file, read, forward, delete, toss, etc.) *in three minutes or less, DO IT RIGHT NOW!!!*
- o If not, print or "task" for prioritization
- o Then, file appropriately to be accomplished in order of priority or urgency (you decide)

**Key Strategy #2:
A Great Outlook Tip
for "Tasking" Your E-mails**

- ▷ Use "Drag and Drop" to create a new task
- ▷ Works also for:
 - New Calendar Entries
 - Creating a New Contact
 - Creating a New Memo/Note
- ▷ Can also drag and drop from these other functions to e-mail and each other
- ▷ In Gmail, use "More" button in open e-mail
- ▷ Can add to contacts by "mousing over"



**Key Strategy #3:
Use Signatures/Drafts as
"Auto E-mail Tools"**

- ▷ In Outlook, create additional signatures for commonly sent messages
- ▷ Can also use "Drafts" folder if e-mail has formatting or not using Outlook
- ▷ In Outlook 2010, Quick Parts can also automate certain frequently-used text blocks
- ▷ In Gmail, use "Canned Responses" – in Labs
- ▷ On smart phone/tablet, can save commonly-used draft messages/text in Evernote

Key Strategy #4: Build a Sensible File Structure



Key Strategy #5: Don't Be a "Blinger"



BLING!!!

- o My typical recommendation: Resist temptation to constantly monitor
 - Turn off sound notifiers and "pop ups" in "Settings"
 - Or, just keep on notifiers for "Important" messages?
 - May require team discussion on marking "important" mail/items
- o Instead, check at set points throughout day
 - To balance productivity with responsiveness
- o Realize many of you are being forced to "bling"
 - Ask for a "habit change"

Key Strategy #6: More on Using Outlook Rules/Quick Steps

- o Identify your most important clients, co-workers, supervisors – what are most important e-mails?
- o Use a "Rule" to change the sound/notifier setting for that sender
- o Can also auto-file from certain senders into subfolders, launch programs, etc.
- o Can even permanently delete spammers!
- o Quick Steps is like rules, but only runs when you "push the button"

**Gmail User:
Get into your "Settings" tab**

- Many things you can customize here
- Set up Signature
- Learn several useful keyboard shortcuts
- Turn on/off notifications
- Turn on notifications for "Important" items
- Set up a customized "theme"
- Set Reply features
- Set "immediate archive" upon send
- Automatically add new "send to" contacts to your contact list

**What about e-mail etiquette?
And nuisance e-mails like
FYI's, CC's, Reply Alls, etc.?**

- ▷ Now have a full program related to e-mail etiquette and composition issues
- ▷ Actually dissect strong and poor e-mail messages, subject lines, etc.
- ▷ Also discuss urgency and related e-mail communications issues/opportunities

**Key Strategy #7:
"Divide and Conquer!"**

- ▷ Multiple accounts
 - 1-2 "Professional" accounts
 - Your personal e-mail account
 - Your Internet e-mail account
- ▷ Rationale:
 - Focus your "work time" on WORK
 - Limit exposure to SPAM

**Bonus Tip #8:
Shift_Delete**

- o For suspicious, SPAM, & junk e-mail
- o Works on PC's – most e-mail programs (but not on internet-enabled e-mail programs like Yahoo!)
- o Sorry Mac Users!

Final Thoughts:

Your next few days will be challenging!! Enjoy them!

- o Block some time on your calendar to:
 - Clean out and reorganize your e-mail inbox and overall e-mail account
 - Add new e-mail file folders
 - Use the 3-minute rule
 - Set up your new personal/Internet e-mail accounts (if needed)
- o Do a weekly "gut check" review of your workspace, e-mail, and your organization system to make sure it is "running smoothly"
- o Revisit these training materials occasionally
- o Share these strategies!

Where to Get More Info:

- o Randy Dean's new book **Taming the E-mail Beast: 45 Key Strategies for Managing the Mess of E-mail Overload** -- learn more at Amazon.com – then search "Taming Email"
- o David Allen's **Getting Things Done**
- o **Follow me on Twitter: @timelyman**
- o **Facebook: Facebook.com/TamingEmailBeast**
- o **Link to me on LinkedIn: <http://www.linkedin.com/in/randydean>**
- o **Also on Google+ and YouTube**

Other Randall Dean Programs:

- ▷ Keynote/Breakout Session: *"Finding An Extra Hour Every Day: Time Management Tips and Tricks for Busy Professionals"* (From 1 Hour to a 1/2 Day)
- ▷ *Optimizing Your Outlook*: Time Management Strategies for Busy Outlook Users
- ▷ NEW! *Smart Phone Success & Terrific Tablets*: Getting More Productivity from Your Tech Devices
- ▷ *Ending the Office Clutter*: Key Strategies for Managing Your Information Overload, Stacks & Piles
- ▷ *Managing & Leading Great Staff & Team Meetings (1-3 Hours)*

"Be the change you wish to see in the world."

– Gandhi

We're Done!!!

Thank You for Your Time



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