

# 7 TIPS FOR BETTER EMAIL MANAGEMENT

## HOW TO SPEND LESS TIME MANAGING EMAILS AND GET MORE DONE

1

### TREAT YOUR INBOX AS A TRIAGE AREA

If you've ever been to a hospital ER ward, you'll know you are seen as soon as you walk in...by a triage nurse. The nurse will make an assessment of your needs, prioritise you accordingly, then assign you a process stream. Do the same with your emails. Reply to quick ones, schedule time to address more complex ones and move them to a 'holding' folder. The key here is to make sure you schedule them!

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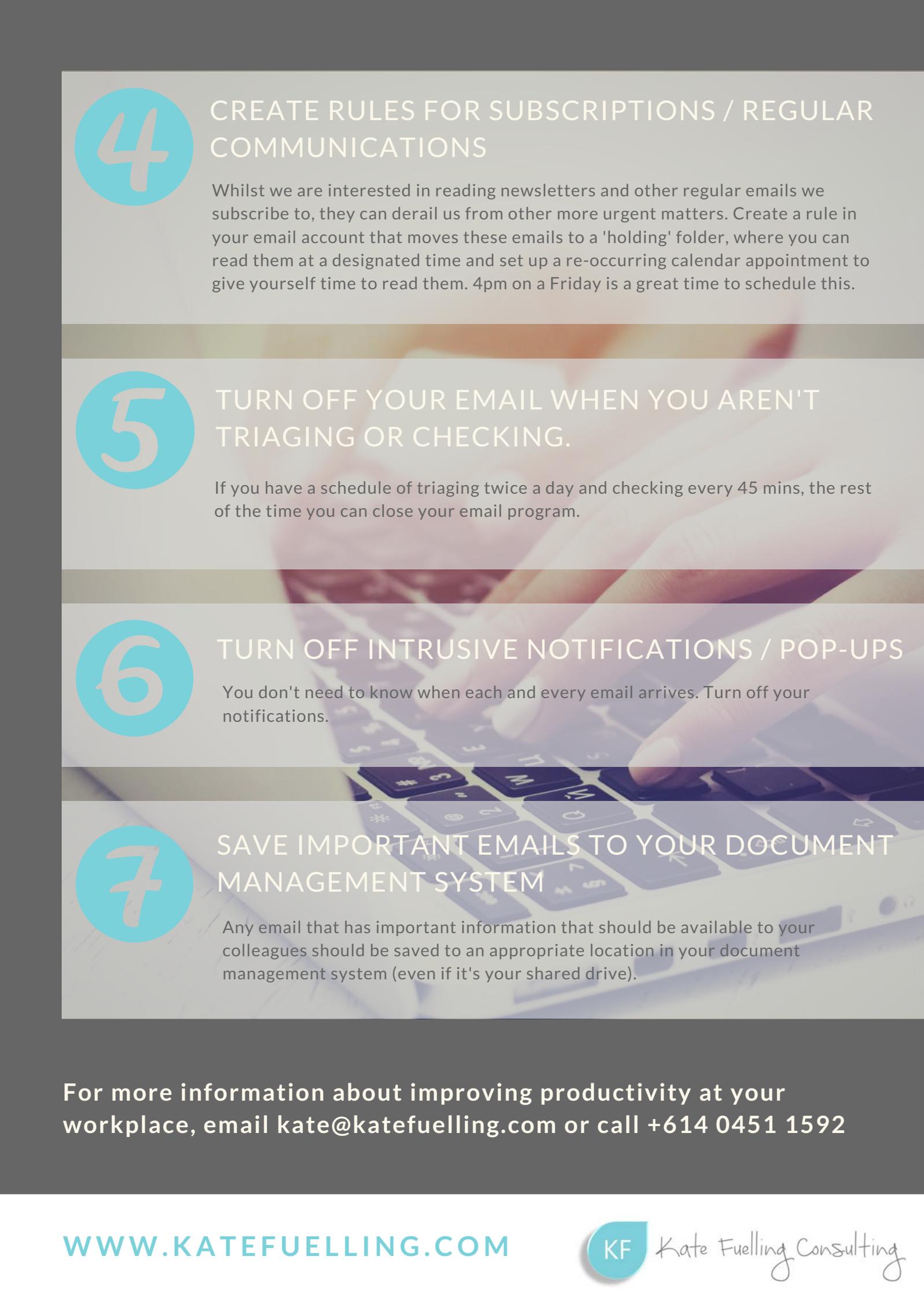
### SET YOURSELF SPECIFIC EMAIL TRIAGING TIMES (AND STICK TO IT)

Schedule half an hour in the morning and afternoon to triage your emails. You are not replying to or addressing each email, you are triaging.

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### CHECK YOUR EMAIL AT REGULAR INTERVALS FOR URGENT MESSAGES

If you are triaging your emails twice a day, you do need to make sure there aren't any urgent messages that are sitting there for hours. So check your inbox on a regular basis (I recommend every 45mins). And by check, just check. Don't respond / triage emails that have arrived since you last looked. They can wait.



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## CREATE RULES FOR SUBSCRIPTIONS / REGULAR COMMUNICATIONS

Whilst we are interested in reading newsletters and other regular emails we subscribe to, they can derail us from other more urgent matters. Create a rule in your email account that moves these emails to a 'holding' folder, where you can read them at a designated time and set up a re-occurring calendar appointment to give yourself time to read them. 4pm on a Friday is a great time to schedule this.

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## TURN OFF YOUR EMAIL WHEN YOU AREN'T TRIAGING OR CHECKING.

If you have a schedule of triaging twice a day and checking every 45 mins, the rest of the time you can close your email program.

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## TURN OFF INTRUSIVE NOTIFICATIONS / POP-UPS

You don't need to know when each and every email arrives. Turn off your notifications.

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## SAVE IMPORTANT EMAILS TO YOUR DOCUMENT MANAGEMENT SYSTEM

Any email that has important information that should be available to your colleagues should be saved to an appropriate location in your document management system (even if it's your shared drive).

For more information about improving productivity at your workplace, email [kate@katefuelling.com](mailto:kate@katefuelling.com) or call +614 0451 1592