



Bob's 14 of 28 Great Tips On How to Use E-mail Effectively

Here is a batch of great tips. Make sure you read them closely, because they WILL help you to be more effective!

Block off times to process your e-mail. Twice per day should be enough. Avoid the temptation to check e-mail more frequently.

Check the spelling of your e-mail before sending it. Spelling errors seem generally accepted in e-mail. Go beyond acceptable. Aim for excellence.

DON'T TYPE IN ALL CAPS. This is perceived as shouting.

Re-read your e-mail before sending it. Writing quickly often results in awkward grammar.

Don't copy documents from other programs, such as MS Word. Odd characters such as apostrophes can show up as gibberish. Special formatting will be lost and your e-mail may become illegible or visually unappealing. Instead, send the original document as an attachment.

Use the edit and paste commands as you would in word processing. This is helpful in repeating information or creating a type of form letter to be sent to various participants.

Just say no. If you're on a mailing list for which you have no interest, reply by writing "unsubscribe" or "remove" in the comment box. Be careful though. Sometimes mass-mailers use your response to confirm that you have an address, and send you more stuff. Use a filter to prevent mail with features that are repeated from being downloaded.

Use a stacking tray or file folder labeled "E-MAIL" to store paper items associated with e-mail you plan to send. You can then batch them more efficiently.

Place items in separate e-mail folders as you would with paper items. Don't use your Inbox or Sent Mail as catchall holding tanks.

Sort incoming e-mail by subject, key word, or author so you can process related mail together.

It's common practice to intersperse someone else's original message with points of your own when you reply. Consequently, it takes longer to figure out what is original and what is new. Avoid wasting people's time. Create a proper response, as you would a business letter. Instead of leaving an entire message that you received intact, simply make reference to it. They don't need to read everything they wrote when you respond to them.

Consider carefully what you write; it's a permanent record and can be easily forwarded to others. Never accuse people, call them names, suggest they aren't being smart or criticize their spelling. Assume their intentions are genuine. Avoid sarcasm. Be polite and assertive if necessary (i.e. to spammers), but not vindictive.

Don't attach large files without getting permission from your recipient first.