

MANAGING EMAILS EFFECTIVELY

Many organisations have upped their game with regards to the use of technology and opportunities to communicate by teleconference and video calls have become increasingly customary. However, the problem of email overload, a huge issue prior to Covid -19, has been amplified by the current pandemic. This is due, not only to the increased numbers of people working remotely, but also to the need to update staff on evolving circumstances.

In the short term, in an attempt to manage your inbox, consider the following before you send the next email:

- Is email the most effective way to get what I need?
- Would a phone call (an opportunity for contemporaneous, joint working) be better?
- Would a text get me the response I need?

Longer term, this is an opportunity to change your strategy to emails and prompt an organisation change which can begin with you!

You can have an effect on the emails that arrive in your inbox by changing your own email habits. Before you send an email, ask yourself the following: -

- What is the purpose of this email? clarify in the subject line if it is for action or information
- What outcome do I want?
- Are my expectations clear?
- Who are the addressees and are they all absolutely necessary?
- Why am I copying that specific person?

Ask yourself how you would feel if you were a recipient of this email.

- Frustrated - This has nothing to do with me, why did I get it?
- Annoyed - This is for me, but I am unclear what is required?

Change your own email habits to impact the habits of others. Remember,

LEADERS GO FIRST!!

For more information on leadership skills please visit my website at www.lynnpeyton.com