

Email is real work and requires dedicated time. It's one of the most common forms of communication, and should be approached with this in mind.



EMAIL TIPS:
**HOW TO
MANAGE
YOUR INBOX**

- **You control how many emails you send:**
 - Consider a short meeting or phone call to talk something through
 - Don't rely on email to make big decisions or figure out complex issues
- **Use the 7 a.m. to 7 p.m. "rule"** to encourage colleagues to only send messages when necessary and appropriate
 - Consider using the "delayed delivery" function if you like to write messages outside these hours
- **Label emails you send** "Action required" or "No action – FYI only"

DO:

- Respond clearly to those who need your input to reduce the amount of email you receive
- When you can't reply immediately, file or flag the emails for later action
- Delete any emails that you don't need to keep or save into a folder
- Occasionally take an email sabbatical to give yourself a break

DON'T:

- Expect rapid responses to urgent issues – try to connect another way instead
- Send one-word emails and "reply all" – the more you send the more you receive
- Rely on University policies to curb email – focus on your own behaviour instead
- Expect others to change