5 QUICK TIPS
TO MANAGE E-MAIL

ONE

GET ORGANIZED

Email is the primary channel of communication for academic and professional purposes. Most of us have several email accounts and hundreds of emails to manage on a daily basis. The best first step is to get organized. Create folders by topic or work group, and then give each folder a clear and relevant title. Use the filter feature to send incoming emails directly to a folder to keep your inbox uncluttered and store emails for easy retrieval.

TWO

BE SINGLE-MINDED

Emails should focus on a single topic, or at least closely related topics. When there are unrelated topics to discuss with a single person or group, it is best to create a separate email for each topic. This keeps emails clear, concise, and readable for the receiver. It also makes it easier to search and retrieve an email from the archives.

THREE

SCHEDULE REPLY TIME

Emails come in 24 hours a day on our phones, computers, and tablets; it can be overwhelming and time consuming. But most emails do not require an immediate response so schedule blocks of time to respond to emails. An hour in the morning, and then another in the afternoon may work depending upon the volume; this not only affords you the time, but also the focus to respond thoughtfully to emails. Beware: Replying to each email as it comes in can be distracting, and creates the expectation of an immediate response. By the same token, don't let emails sit around in the inbox for too long, respond within 2−5 days if an email doesn't require a more immediate response.

FOUR

PRIORITIZE

While some emails can wait, others do require an immediate or same day response. As emails come in you can prioritize which you want to respond to sooner rather than later. Use the "flag" or "highlight" feature to indicate which may or may not be a priority.

FIVE

AVOID SILENCE

Email can be a burden, and for some, not the preferred form of communication. And yet, people who send emails expect a response. The silence can be deafening when an email is sent and a reply does not come. If you need time to reply thoughtfully, let people know their email was received and time is needed to respond. It's a courtesy that is well appreciated and takes pressure off of you.

BONUS TIP! KNOW THE SUBJECT. Have clear and relevant descriptions in the Subject Line. If the discussion changes topics, change the Subject Line to match the change in topic. If the Subject Line doesn't reflect the content, it only makes it that much more difficult to find later on.