



# Email Management

We all know managing your inbox can take a lot of time out of your working day.

Here are a few tips to effectively manage your inbox:

## 1. Time

Set aside some time each morning to have a cup of coffee and read through your emails. Depending on how busy your inbox is, you'll need to do this again mid-afternoon and before close of business. This allows for quiet time to yourself while reading through and responding in a timely manner.

## 2. Filing

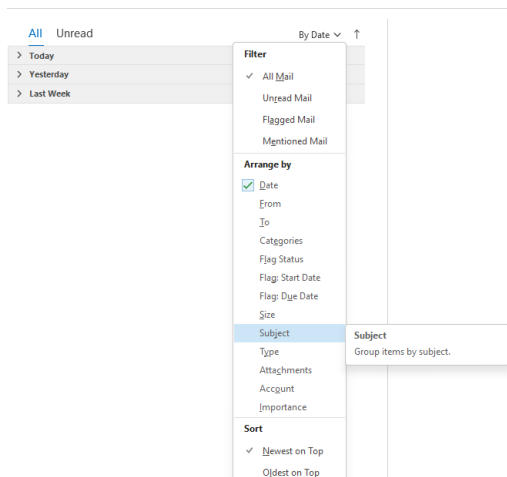
Creating subfolders to file your emails in will keep your inbox activity looking tidy and feeling more organised. Once you have responded to an email or completed the action within, it can be filed away instead of deleted. It is important to keep emails most of the time for future reference or when trying to find information at a later date and with a structured filing system, they can easily be found.

Suggested types of subfolders:

- Customers - file your correspondence by company.
- Departments – all correspondence relating to a department can be accessed in one area. You may also wish to have further subfolders based on different activities within each department.
- Suppliers – file your correspondence by company.
- If you have a shared inbox with a team, suggest subfolders listed by individual names and agree on the types of activity each person will be accountable for.

If your inbox is overloaded and will take a lot of time to file away, then I have a quick tip:

- Set up annual archive folders and file by year.
- You can sort your inbox by "from" and/or "subject" and just drag the whole section to the relevant subfolder removing it from your inbox. (It will depend on how you use your filing system as to what sort/filter you use)





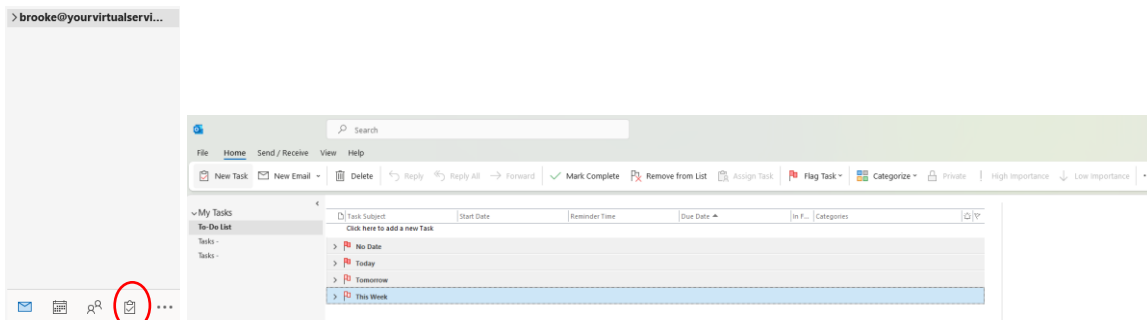
# Email Management

## 3. Flagging and Ticking

If you are not keen on filing your emails, then you could organise your inbox using the flag and tick method.

Flag the emails that you need to respond to or action, that you cannot do right away and would need to come back to. Within the next day it will show as red text, so you will notice that it is still outstanding.

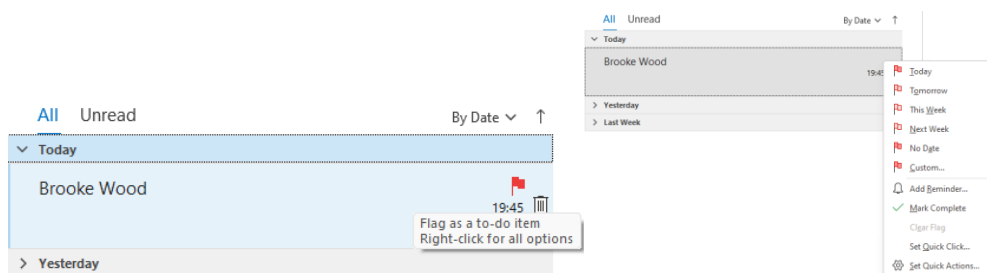
Note that when flagging emails, it also links to your Outlook task list, where you can have a quick overview of outstanding flagged emails.



You can even set timeframes on the flags; today, tomorrow, this week, next week, or customise. You can also add reminders, so you are alerted to action.

How to set up flags:

- Hover over an email and the flag icon will appear, you can click this right away, but it will flag as "today".
  - To set a timeframe, right click on the flag icon where you can select options or customise and add reminders that will send alerts.

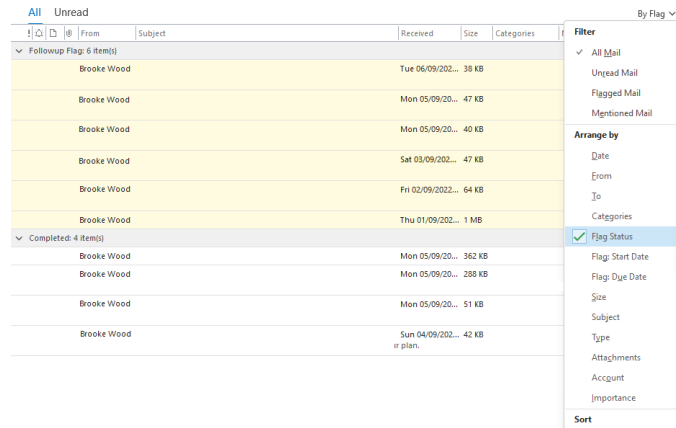


When completing a task/flagged email you simply tick the email by clicking on the flag icon. This means complete meaning no further action is required. If you prefer to keep your emails unfiled then you can immediately identify that only the flagged items require attention by using this function.



# Email Management

You are also able to sort your inbox by flag. This will separate completed vs outstanding. Just simply click to sort function and select flag status, or flag due date.



## 4. Categorising

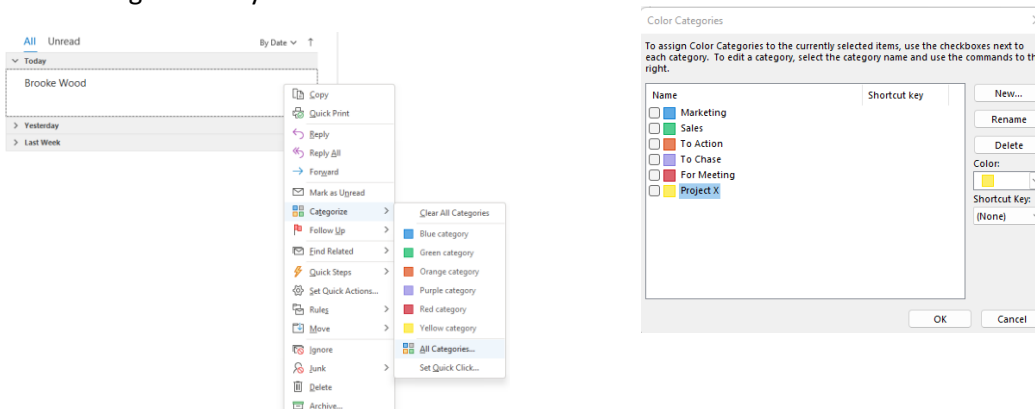
If you get an influx of emails relating to different subjects that need your attention it is probably best to manage your inbox by category.

Examples of categories would be:

- Activity – such as "urgent", "for info", "respond to", "to do/action", "discuss with...", "follow up". You can then un-categorise and file away in a subfolder or tick when completed.
- Projects – when juggling different projects, you can create a category for each project name, allowing you to read through and action these emails during the time set aside to work on that certain project.
- By name – if sharing an inbox with a team you can categorise emails by name, so that person only needs to review their category and know what they need to action. Then file the emails in a subfolder once complete.
- Departments – if you have a lot of activity across multiple departments, you can subject your categories to each of those.

How to set up categories:

Right click on an email and select "categorise", then "all categories..." you can then add new categories, rename current categories or delete. Once set up, click okay and you can now choose these categories for your emails.





# Email Management

## 5. Ccing

There can be a lot of frustration with being cc'd into unnecessary emails. It is important to make the sender aware of what types of correspondence you do and do not need to be cc'd into. This can save a lot of unnecessary activity in your mailbox.

## 6. De-clutter

Unsubscribe from newsletters you do not read, rather than going through and having to delete them each day.