

QUICK TIPS – *E-MAIL AVALANCHE*

The avalanche of e-mails that we all receive continues unabated, gaining density and mass as it threatens to overwhelm the capacity of our work environments.

There is a desperate need to gain control of this situation. Here are some thoughts for your consideration.

- ◆ *Would you handwrite all those copies?*

A manager for a multi-national corporation was to be out of the head office for the week and composed an e-mail to that effect. It was sent to “Copy All”, thereby arriving at thousands of computers, where most of the employees didn’t even know who that manager was. Imagine how much time was sucked out of the company by employees *just deleting* that one e-mail.

Imagine if the manager was required to laboriously handwrite each copy. It is obvious that the number of e-mails would have been reduced very significantly. We need to think about the **impact** that our actions have on others and on the organization, overall. Apply thoughtful consideration regarding to whom you are sending a copy of your e-mails, particularly the need and appropriateness of their inclusion in your distribution.

- ◆ *Are they interested in receiving your e-mails?*

If you are uncertain whether someone should be receiving particular types of information, by being copied on your e-mails, it might be best to ask them. You may be quite surprised to learn how many people routinely have been deleting the clutter, but thought that you would be offended if they told you about that.

- ◆ *Are you managing your e-mail expectations?*

There is absolutely nothing improper or unprofessional in telling someone that you would prefer **NOT** to receive certain types of e-mail or information. Being proactive in managing expectations regarding the e-mail that you are receiving will help to reduce the volume of information and the internet noise directed your way.

These small but incremental improvements, amplified by a multitude of users, have the potential to enhance productivity, by replacing non-productive activities with time for newly-released creativity. We all share this responsibility.

To view other management-related articles and issues, go to:
www.diamondmanagementinstitute.com

