CyberBreak

September 29, 2006

New addition to the Personnel Library!

Stop by Administrative Services and check out Never Check E-Mail in the Morning by Julie Morgenstern.



This is a great read with quick tips to help you get the most out of your work day.

You are invited to attend the next Staff Professional Development Workshop which will be offered as an *afternoon session*.

CUSTOMER SERVICE: Tips and Techniques for Service Sanity

Friday, October 13, 2006

1 PM - 3 PM

Lunch will be provided!

To RSVP, email Marcie Canal at mcanal@swlaw.edu no later than 10/11/06.

Take Control of Email

Regardless of when you check your emails, you should have a plan of action when you do check them. Similarly, when you send emails, you should be as direct and clear as possible. Below are some tips from Julie Morgenstern's *Never Check E-Mail in the Morning* to help you deal with email.

- Keep your email alarm off.
 - Check your email at designated times of the day. If it is urgent or needs immediate attention, people will call you. Most of the time, things can wait.
- Process emails fully during your email sessions.
 - Respond immediately to emails that require a short answer and no research. For emails that require additional research or detailed information, add it to your schedule so you set aside time to take care of the matter.
- Say what you need in the subject line.
 - Most of the time you can write exactly what you need in the subject line "Please schedule meeting for 11 AM," or "Attached is what you request." Likewise, if your message needs immediate attention, write "Urgent" in the subject line.
- Start longer emails by telling the reader what you want from him/her.
 - A little note like "Please review and advise," will save the reader time, focusing their thoughts as they read.
- Stick to one or two points per email.
 - It is a lot more efficient to write three small emails that are concise and direct than to write a long-winded email trying to explain several different issues or asking multiple questions or requests.
- Limit FYIs

Too many FYI emails clog email boxes, may confuse recipients, and waste their time. When you send an FYI message, always tell the reader in the first sentence why you think it would be of interest to him and what you action he should take.



Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.