

Swamped in a Sea of Emails? Four tips to handling emails

1. Send fewer emails.

Avoid the boomerang effect: i.e., you send out one email and multiple come back. Studies show every email sent typically generates at least two further emails.



Pick up the phone. Can you call or chat to get the information or answers more efficiently?

Clarify expectations. Do people expect/want a response?

Choose cc's carefully. You don't always need to send or respond to all.

2. Include NRR – “No response required”.

If just for info then indicate NNR (no need to respond) or NRR (No response required)

3. Write clear, simple short emails and encourage others to do so.

Include the “ask” upfront. People should know what the email is about (and required action) from the Subject line and the first sentence or two.

Clarity. Be clear on the emails purpose and action required. Keep them short and simple. Use **bolded** titles.

Offer options. Give clear option(s) for action e.g., let's meet on Thursday at 2 pm.

4. Handle quickly.

If you can handle it quickly, then handle it quickly.

Resources.

- Harvard Business School: <http://hbswk.hbs.edu/archive/4438.html>
- Harvard Business Review: <https://hbr.org/2012/02/stop-email-overload-1>