



Professor Steve & Associates

E-Business / E-Office
Coach & Confidant



A moment for e-learning

Email

Many senior managers are not making efficient use of their email. Some managers have serious concerns about email volume, delays answering email, locating attachments, and their response format. By using the following techniques, you will find email becomes an efficient tool.

- **E-mail is a great communicator** – Keep your text short. Remember e-mail text is not a replacement for an attachment or letter. And NEVER put in comments in an email you would not stand behind publicly (and that includes jokes).
- **Reply** - REPLY provides a quick response to the sender. Click REPLY and the sender's email message will automatically appear. Type a brief message (e.g. "Yes"), and click SEND. The recipient gets their original message, plus your response. REPLY ALL will send the response to all recipients of the sender e-mail.
- **Spellchecker** - ALWAYS run an automatic spell check program, and if in doubt, use a dictionary. Do not risk being embarrassed or judged by a spelling error.
- **Saving Attachments** – This is where things can get frustrating. You save them, and cannot find them! There's no easy answer here. Remember the SAVE name, and the folder where the attachment is saved.
- **Signature** – Signatures are a MUST with every email. A signature is your business card data. The signature promotes you and your organization, and allows the recipient to contact you efficiently. This is information that automatically inserts at the bottom of every e-mail.
- **Lost an Email you know you received?** Simply click on the column header to sort alphabetically or by date. Some e-mail software has a Find function.
- **Blind Carbon Copy (Bcc) and Copy** – Entering a person's email address in Copy is like saying, "For Your Information (FYI)". Want to send someone a copy without the primary receiver or Copy knowing it? Click Bcc and enter their name. When using Bcc be sure it does not come back to haunt you when the receiver of the bcc forwards it. Use BCC sparingly and cautiously.
- **Volumes of email** – There is no simple answer. You need to look at your email daily. If you forward email to an associate to be screened for you, your personal email is no longer personal.

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