EMAIL MANAGEMENT REFERENCE GUIDE

Phase 1: Get Cleaned Up

- Use folders
  - Configure your mail to automatically filter into folders
  - Have folders for specific classes, organizations, jobs, personal etc.
- Star or label important contacts
- If you can, unsubscribe or opt out of unwanted emails
- Explore the settings
  - There are different ways to organize and display your inbox. Figure out which one is best for you!
- Consider using separate emails for school, work, and personal use

Phase 2: Maintenance

- Schedule your email time
  - Have designated times to check, read, organize, and respond to emails
- Prioritize emails
  - Tackle the most important emails ASAP
- Managing incoming emails
  - Set up automatic filters and move emails into their designated folders
  - Star important or often referenced emails
  - Mark emails you’ve read (or don’t need to read) as "read" and leave any unresolved emails as "unread" until they are resolved.

Sending an Email

- Be clear, direct, and to the point
  - Use a specific subject line
    - (State why you’re reaching out. If emailing instructor/TA, include the course)
  - Include identifying info
    - (Who you are and what you’re contacting them about)
  - Get to the point - start with the question you want answered first
- Organization
  - Be brief, but still polite
  - Organize multiple requests with bullet points
  - If emailing someone frequently, consolidate all of your info into one email a week
- Expectations
  - Give a deadline for a reply or task to be done
    - ("Please send the data back to me by 9 am Monday.")
  - Consider highlighting/underlining important dates
    - (Keep in mind ALL CAPS can be perceived as yelling)
- Eliminate back and forth
  - Ask closed-ended questions
    - ("Does Friday @ 9am work?" instead of "when are you free?")
  - Propose a call instead so you can quickly resolve them on the phone

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Explore the settings
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