

Email is real work and requires dedicated time. It's one of the most common forms of communication, and should be approached with this in mind.



EMAIL TIPS:  
**HOW TO  
MANAGE  
YOUR INBOX**

- **You control how many emails you send:**
  - Consider a short meeting or phone call to talk something through
  - Don't rely on email to make big decisions or figure out complex issues
- **Use the 7 a.m. to 7 p.m. "rule"** to encourage colleagues to only send messages when necessary and appropriate
  - Consider using the "delayed delivery" function if you like to write messages outside these hours
- **Label emails you send** "Action required" or "No action – FYI only"

**DO:**

- Respond clearly to those who need your input to reduce the amount of email you receive
- When you can't reply immediately, file or flag the emails for later action
- Delete any emails that you don't need to keep or save into a folder
- Occasionally take an email sabbatical to give yourself a break

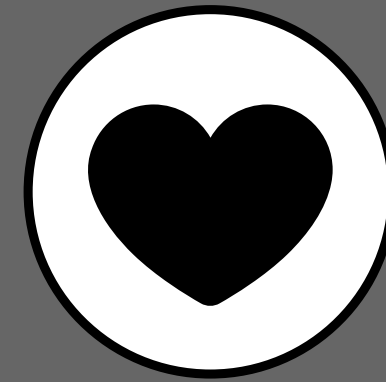
**DON'T:**

- Expect rapid responses to urgent issues – try to connect another way instead
- Send one-word emails and "reply all" – the more you send the more you receive
- Rely on University policies to curb email – focus on your own behaviour instead
- Expect others to change

Setting the right tone is important when sending emails. Everyone's day is different, and how emails are perceived can have unintended effects.



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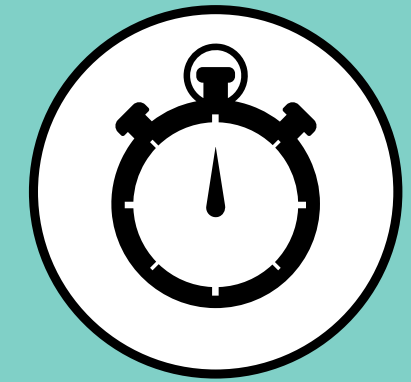


Be mindful of the expectations under the University's Code of Conduct when interacting with colleagues in person or through email – be compassionate, respectful, courteous and kind



Be careful with your tone because the message you write may not be the one received:

- Humor can often fall flat
- Terse or one-word responses can come off as rude



If you feel the need to “react” to an email:

- Take one night to sleep on it, or write the response, save as a draft and return to it the next day before sending
- Always try to take the higher ground in your responses – it's a written record



Keep emails clear and concise; use bullet points to get your points across



If an issue will take more than a few emails, pick up the phone



Be careful not to forward emails that include conversations others shouldn't see