2010

Time Saving Solutions For Managing Your Electronic Office

Giselle Chapman

Chapman Business Solutions, Inc.

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Wednesday, January 20, 2010

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Email Best Practices

Dos

- Limit use of **reply to all**
- Turn off email **alert noise** and **hover** to avoid distractions
- **Spell-check** your email - most software will check during the creation of an email or when you hit send
- **Proof read** for grammatical errors or typos (spell check won't catch them all)
- Use a **10 point** or **12 point** font for ease of reading
- Address the email as the **last thing** that you do so that you don't accidentally send an email that **you didn't want to send**

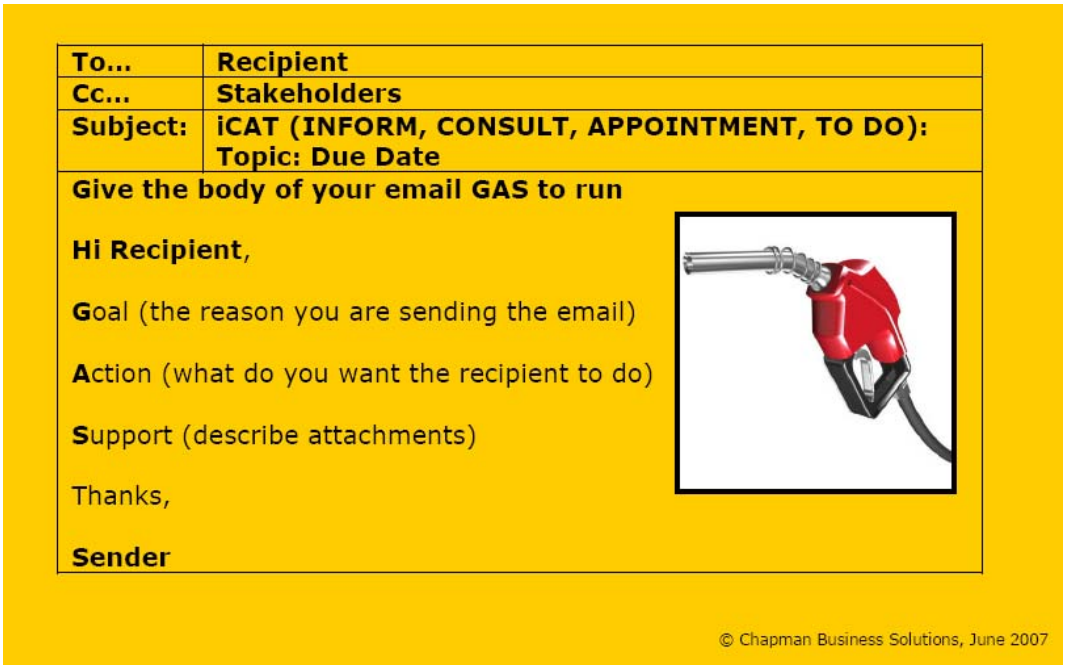
Don'ts

- Use email to discuss **emotional** topics
- Send an email when you are **angry** or **emotional**
- Use **emoticons** such as ☺ ☹ ;o)
- Use **text** abbreviations such as: OMG, Ur, b4 (it is unprofessional)
- Writing in **ALL CAPS** (this signifies shouting)
- writing in **no caps** is more difficult to understand
- Overuse **punctuation** !!!?????
- Send vague emails (please finish the project)
- Forward unnecessary emails (Re: Re: Re: Re: Re: Re: Re:)

EAT - questions to ask before you send an email

iCAT© - create a robust subject line

GAS - create concise and complete email that your recipients will appreciate



The 4 D's of Completion

If you pick up a piece of paper:

Dump it

- Do I really need this piece of paper?
- Can I get the information from another resource later?

Do it

- If you can complete the task in 10 minutes or less

Delay it

- If you can't complete the task in 10 minutes and don't have time to do it now. Put it on your task list with a date to be completed

Delegate it

- If someone else should be doing this task
- You don't want to do it
- You are not good at doing it

3 Bin System

Inbox

- Must be emptied each evening

Pending

- Max of 6 folders

Outbox

- Things to be mailed

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Plan Your Day The Night Before - 6 Most Important Things

(Proper prior planning prevents poor performance)

1. Subconscious goes to work on the task while you sleep
2. Enables you to sleep more soundly

THE SIX MOST IMPORTANT THINGS I HAVE TO DO TODAY

Before you leave work

1) List the six most important items you have to do tomorrow. Be careful. Urgent items may not be the most important items. Items easy to do may not be important either.
2) Prioritize the items.
3) First thing tomorrow, start working on completing number one in importance. If you get interrupted, handle the interruption, and then continue with the item you were working on. Don't go to the next item until completing the previous one. Copy this form on brightly colored paper, for ease in locating. Repeat this process every day BEFORE leaving work.

Today's Date: Month 00, 0000 Day of the week: Day

Rank	Important activities to be completed today	Completed?
1.		
2.		
3.		
4.		
5.		
6.		

Master To Do List

List action steps to be taken from the meeting.
Include a timeline for completion and responsible person for each item.

Who	What	When

Finding & Filing Information Fast

Inbox Folder System 3 Ps

1. People (Clients)
    a. Active - 30 days or less
    b. Inactive
    c. Teams - Committees
    d. Prospects

2. Products & Services
    a. I sell
    b. I use
    c. Competitors

3. Paper
    a. Agendas & Notes
    b. Budgets
    c. Expense Reports
    d. Templates
    e. Travel

4. Low Priority - empty monthly
    a. Newsletters
    b. Online Journals
    c. Quotes of the day