

Checklist

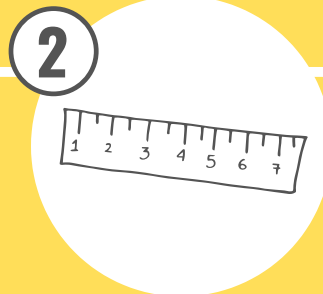
Use email effectively!

Employees spend about **11 hours** per week on email or **28%** of the week



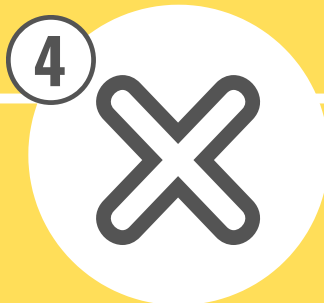
Each mail should cover only one item to increase understanding

Adopt the one thing rule!



Succinct is best

Longer is not better!



Send your email to people who need to act or reply



Sparingly use reply-all



Only send emails you would not object becoming public



Acknowledge receipt of emails within a timely fashion, 24 hours

Your email is now ready to be sent!