

FACILITATED SOLUTIONS

Freedom from Email Chaos: Effective use of electronic communication

RRC Lunch and Learn

Janet P. Schmidt
Facilitated Solutions
Winnipeg, MB



Facilitated Solutions

Mediators & Conflict Management Specialists

Empowering people to manage differences and build relationships

- ▶ Assessments
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RRC Lunch and Learn
2010/11

October 13/10
Putting the Gag on Workplace Gossip

November 10/10
Death by Meetings:

December 1/10
The Buddy or the Boss

January 12/11
Freedom from Email Chaos

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Questions:

- How much time do you spend on email and hand held devices each day (average)?
- How many emails do you have in your in box or “to respond” box?
- If your computer system was down for a week. How would this impact your communication with others?

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Throughout this presentation reflect on your email practices (and those in your department). Where do you do what the current literature suggests? Where do you need to consider making some changes?

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Quiz

1. The average number of emails (sent and received) for white-collar workers in US is **140**. If you send and receive 50 emails a day you will send 15,000 per year.
2. Email usage has doubled between the following years: **2005 and 2007**.
3. Emails sent per day: **200 billion**.
4. What percentage of this number is spam? **90%**
5. Daniel Goldman (Social Intelligence) emailing puts people, in neurological terms, in a state of **disinhibition**.

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Why is email etiquette important

1. We all interact with the printed word as though it has a personality and that personality makes positive and negative impressions upon us.
2. Without immediate feedback your document can easily be misinterpreted by your reader, so it is crucial that you follow the basic rules of etiquette to construct emails.

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8 Deadly Sins of Email

1. The email that's unbelievably vague
2. The email that insults you so badly you have to get up from your desk. ('HOW CAN YOU NOT HAVE DONE THAT THING?')
3. The email that puts you in jail. ('I now know why people bring guns to work! lol')
4. The email that is cowardly. (Here's why you didn't get the contract...)
5. The email that won't go away. (Re: Re: Re: Re: that thing)
6. The email that's so sarcastic you have to get from your desk. ("Smooth move on that thing. Really smooth")
7. The email that's too casual. (Hiya! Any word on that admissions thing?)
8. The email that's inappropriate. ("Want to come to my hotel room to discuss that thing?")

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7 Big Reasons to Love Email

1. Email is the best medium every created for exchanging essential information.
2. You can reach almost anyone on email—and not just business people.
3. Email knows no time zones—efficient and economical to communicate around the world.
4. Email gives you a searchable record
5. Email allows you to craft your message—or your response—on your terms and on your schedule.
6. You have the choice of preserving and presenting parts or all of a strong of pre-existing emails.
7. Email lets you attach and include additional info.

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Big Moments in Email History

1. 1976: Queen Elizabeth II
2. 1978: First spam email
3. 1987: First email sent from China to the outside world.
4. 1993: UN comes on line and White House sets up its own public email address
5. 1994: Disclosure is first major movie to prominently feature email.
6. 2001: John Paul II becomes first pope to send email apology.
7. 2001: The Taliban bans Internet access

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The Anatomy of the Email...

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The Subject Line

Clearly reflects the context of the email message.

This means that you may will to change the subject line if you change the topic in a reply.

Note: People save and sort by topic.

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Principles for Content

- Be polite
- Say please.
- Provide reasonable deadlines.
- Say enough.
- Don't say too much.
- Be clear.
- Think about things from your recipient's point of view.
- Don't waste people's time.

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The Contents

- First paragraph should convey context, extended main message, and response required. Write as if you are writing.
- Generally no longer than one screen.

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- Use proper structure & layout
- Use short paragraphs and blank lines between each paragraph.
- When making points, number them.
- Last paragraph should specify response required.
- (If no response is required, WRITE that no response is required.)

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- Think Long. Write short.
- Do the work for your reader.
- Keep sentences short (15 words or less).
- Keep paragraphs short (6-7 lines max).
- Keep entire email short: one screen

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- Text messaging is wonderful. Email is not text messaging.
- Write, using words, spelled correctly, in a sentence format that is punctuated, perfectly so.
- Remember, You are being judged all the time.

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- For every one message, write one email. If you need one person to respond to five requests, write five emails.
- Email in-boxes are to-do lists.

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Signature Block

- Full name
- Title
- Organization
- Address
- Phone Number
- Fax
- Email address
- Web page
- Other: Logo, disclaimer,

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Other tips to consider

1. Stamp out reply all.
Only use "Reply to All" if you really need your message to be seen by each person who received the original message.
2. Don't send subordinates emails after hours and on weekends.
3. Make sure attachment can read by receiver (save as PDF or rtf)

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4. Don't leave out the message thread.
When you reply to an email, you must include the original mail in your reply. A 'threadless email' will not provide enough information to the recipient.
5. Sending facts..... Use "FYI"

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The ABC's of Cc's and Bcc's (and forwarding)

1. Cc: I want you to know and I want the others to know that I want you to know.

Person in the cc field should know why they are receiving the message. Use sparingly
2. Bcc: I want you to know and I DON'T want the others to know that I want you to know. Use when there are large email lists and you want to be sneaky.

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3. Forward: I want you to know and I may want to add something to the original message and I may not want the others to know that I want you to know, but if it so happens that I don't want time to know I want you to know I want to take no chances that they might accidentally find out due to a Reply All slip of the finger.
4. Avoid sending emails to more than 4 addresses. Create a mailing list instead and put it in Bcc

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Response Time

- Respond within 24 hours (time you would respond to a phone call). Many places expect responses within minutes or a few hours (especially if you are in your office).
- Colleagues and clients send an e-mail because they wish to receive a quick response.
- If the email is complicated, just send an email back saying that you have received it and that you will get back to

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3 Rules of Responding

1. Answer at the top (not bottom)
2. If you are interlacing your response between paragraphs of the original email make sure reader can tell difference (i.e. colours, fonts)
3. Make sure your date and time stamps are correct (otherwise email may not be at top of list).
4. Apologize if you take too long to respond.

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5 ways to apologize for an inexcusable tardy email reply

1. I have the awful feeling that I've neglected to answer your kind email....
2. I woke up in a panic with the realization that I neglected to answer you....
3. A thousand apologies for the slowness of my reply...
4. I am a horrible person and a terrible friend...
5. I have no good excuse for my rudeness in not answering....

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Caps....

- CAPITAL LETTERS means that THE WRITER IS SHOUTING AT YOU.
- You can shout praise. CONGRATULATIONS or HOORAY

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Response to a meeting time.

“YES THAT WORKS FOR ME”

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Please, Thank You and Other Insulting Terms.....

“Would you please remember to include me on the email whenever you respond to a customer?”

“Thank you for making sure I get the report”
OR
“Thank you for making sure I got the report”

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Ever participated in this kind of exchange?

- Thanks so much for your help on the project, Chip. Everything turned out great.
- Thanks for your nice email, Dale. I'm so glad you're happy with the final result.
- Well, it's thanks in large measure to all your hard work, Chip.
- The pleasure was mine, Dale.
- Still, Chip, much appreciated.
- Looking forward to next time, then.
- You bet!
- Great!
- Good!
- Indubitably!

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- Thanks Jan, Joe
- Cool. Thanks. Joe
- Nice email Jan. Thanks. Joe
- Got it Jan. thanks. Joe
- Thank you Jan. Joe
- Got'em Jan. Thanks. Joe
- Sounds good. Thanks. Joe
- Sopunds good Anne! Joe
- Thank you Jan. This is most helpful. Joe

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3 Cardinal Rules You Absolutely Have to Follow If You Are Trying to Apologize for a Mistake You Made on Email

1. Email got you in trouble, but it probably won't get you out of trouble.
2. Don't blame email.
3. Hope that the wounded person has made a similar error and is therefore willing to forgive

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Apologizing on Email

1. Is email the best way to apologize – or are you just hiding behind a computer screen?
2. Email's speed and ease make it a great way to start an apology.
3. Put the word "sorry" or "apologies" in the subject line
4. This is one time you really don't want to cc: without permission.

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Sent to 25 Work Colleagues

On Tue, 23 Oct 2003, Mandy Jacobs wrote:

Hi to all,

I will not be in the office tomorrow morning as I am assisting at the United Way Bake Sale, starting at 9:00 and running until we "run" out of goodies.

Come and support the United Way by making a purchase of great goodies for your coffee break, for your class, meeting, or even to save you (or your wife) from having to bake for guests? Have I given you incentive?

Sure hope so!

Hope to see you there,

mkj

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Sent to 25 Work Colleagues

RESPONSE:

Subject: Re: MANDY' S ABSENCE

Mandy... In your email you said "or even save your wife from having to bake for guests."

Tsk Tsk! What a sexist thing to say!

Don't forget that there are women in the email list, as well as men who quite lovingly embrace the opportunity to express themselves via cooking!

Lillian

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Deborah Tannen's List of Six Ways Women and Men Tend to Use Email Differently

1. Flame wars
2. Straight to business
3. Troubles talk
4. Jokes
5. Teasing
6. Apologies

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When to bail on email

1. If you suspect emotional content.
2. If you have to ask more than one (yes/no) question.
3. If you are concerned about how something might be perceived.

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Remember the eye lid test. If your eye lids are hot, don't send the email.

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- Time is your friend (it is okay to dump your thoughts)
- Reread the email in another space and time.
- Reread it out loud. Is your meaning tone dependent?

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Final Question

“Am I moving things forward, or am I just moving them off my desktop?”

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On Monday..... Jan,
I am hoping I can talk to you about this sometime this week.
Doug

On Wednesday..... Jan,
Can you have a quick look at this.
Doug

On Friday..... Doug,
I think we should talk about this..... Feels too high stakes to do by email. Questions.....
- size of steering committee
- any other experts in the field (i.e. people like you or Eric)
- are the costs realistic. What rate are you basing this on.
Jan

On the following Monday.... Jan,
Let's talk. Doug (no email thread)
Note: I finally got a voice mail this day as well.

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Conflict Management

1. If you are in conflict with someone you are more likely to use email. Problem is that email generally increases conflict.
2. Email should not (few exceptions) be used to give critical feedback.


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S.E.N.D.

- S stands for Simple
- E stands for Effective
- N stands for Necessary
- D stands for Done

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As you have reflected on your email practices (or those of the people who report to you). What are you going to do differently? Where is email a problem in your department? What changes would you like to influence in your department?



On Our Website

Read
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Practice

Janet P. Schmidt
jschmidt@fscanada.org
www.fscanada.org
(204) 663-4140

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8 Reasons You May Not Want to Email

1. The ease of email encourages unnecessary exchanges.
Rule: If you wouldn't stop by a colleague's office every ten minutes for a chat, you probably don't want to email him frivolously thirty times a day.
2. Email has largely replaced the phone call, but not every phone call should be replaced.
Rule: Conveying an emotion, handling a delicate situation, testing the waters—all these challenges are usually better undertaken with the human voice

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3. You can reach everyone, but everyone can reach you.
Rule: When it comes to outgoing messages, don't assume instant familiarity.
4. The fact that email defies time zones also means that it can defy propriety.
Rule: Don't forget that every email is an interruption. If the matter isn't urgent, another form can be less intrusive.
5. The fact that email provides a searchable record means that you can be held accountable for your electronic correspondence.
Rule: If you're working with weasels, watch their emails like a hawk.

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6. The ease with which an email can be forwarded poses a danger.
Rule: Never forward anything without permission and assume everything you write will be forwarded.
7. With email, your words can be changed.
Rule: If you need to send a sensitive document via email, one where it's essential that your words not be messed with, send your message in a pdf.
8. Email attachments don't just come with baggage, the are baggage.
Rule: Before you send an email laden with attachments keep in mind the following: Pack carefully and travel light.

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3 Reasons to Send a Fax Instead of an Email

1. A fax can come with what is considered a true copy of an actual signature.
2. Because you can send important hard documents
3. Because it's more secure.

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7 Reasons to Use the Telephone

1. When you need to convey or discern emotion.
2. When you need to cut through the communication forest (10 emails and no date).
3. When you need to move fast.
4. When you want a remote communication to be private
5. When you need to reach someone who doesn't have or check email.
6. When you want people to be able to engage and respond immediately.
7. When you need to send a harsh email, you can soften the blow by calling first with an advance warning.

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5 Reasons to IM and Text

1. Unlike email, they always work in real time
2. Perf 4 shrt msgs
3. They're campfire products
4. They're ideal for mobile, silent and surreptitious instantaneous communication
5. There is a temporary record of who said what when.