

How are you currently feeling?

A



(loachim, 2013)

B



(Becker, 2014)

C



(J, 2018)

D



(Nowicki, 2015)

Use the annotation tool to circle one of the letters above, or type a letter into the chat

Email Management and Communication

Systems and Strategies

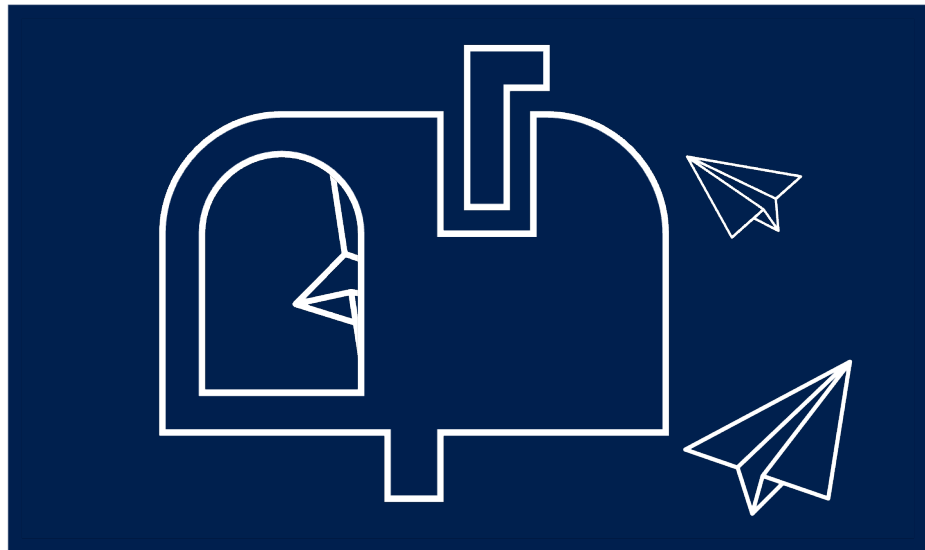
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Significance

Emails have become a standard part of our professional and academic lives as well as social and work cultures to the point where...

“the average interaction worker spends an estimated **28 percent** of the work week managing e-mail” (Chui et al., 2012)

AGENDA

Understanding
Use Cases

Managing the
Inbox

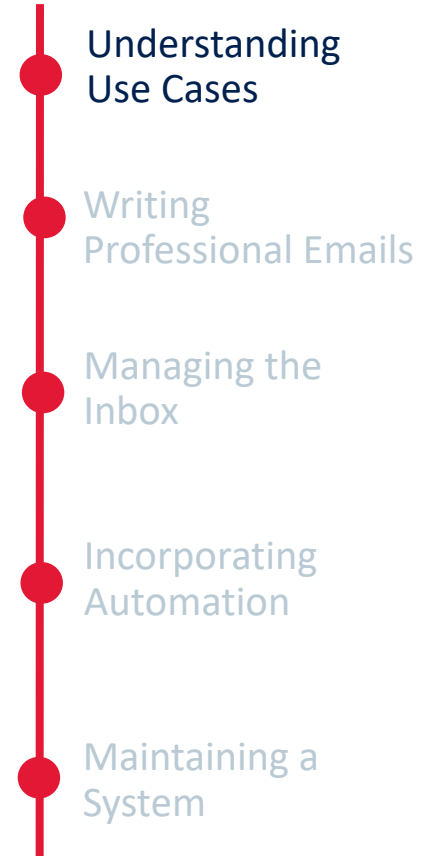
Maintaining a
System

Writing
Professional
Emails

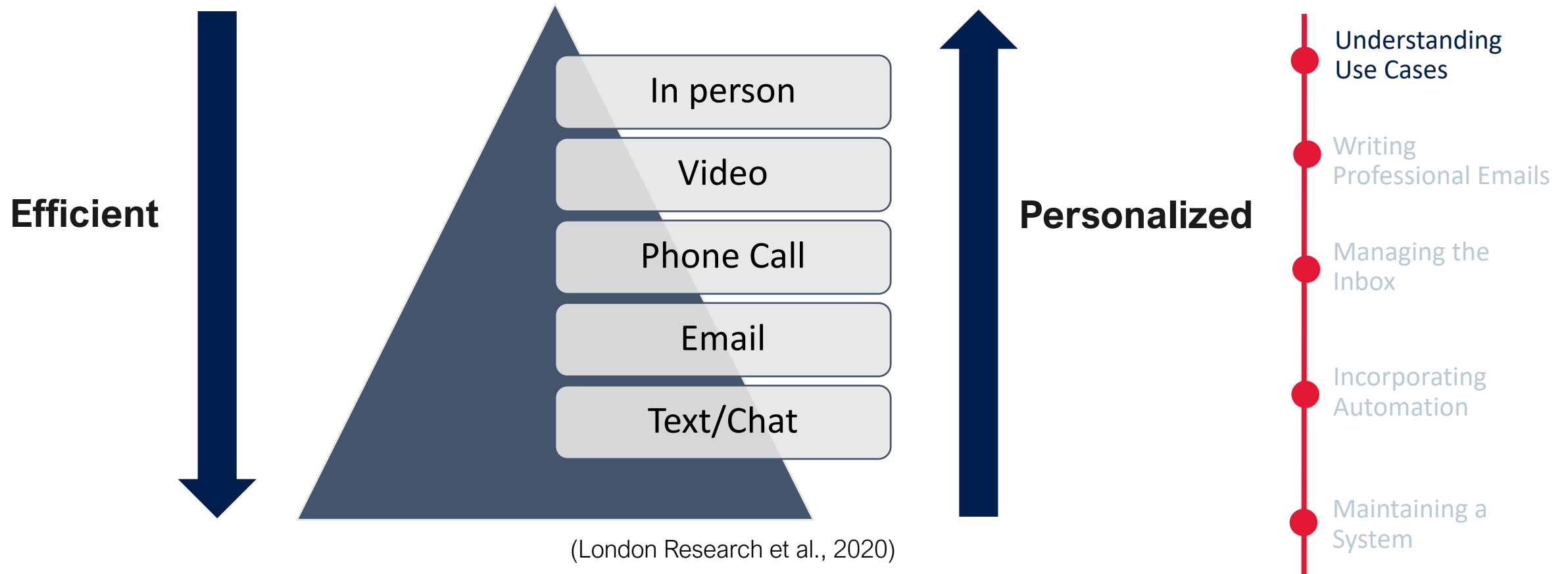
Incorporating
Automation

Determine whether an email is the appropriate method of communicating your message

Yes	Consider Other Methods
<ul style="list-style-type: none">• Message includes an attachment• Message is not time sensitive• A 'paper' trail is needed• Recipient is not available through other methods of communication• Recipient is in a different time zone	<ul style="list-style-type: none">• Message is complex and needs more context• Message requires an immediate response from the recipient• Message requires that the recipient understand tone• Message will likely produce several back-and-forth responses/not actionable



Determine whether other methods of communication are more appropriate



Note that emails can vary in urgency, expectation, and purpose

There are several kinds of emails—recognizing the different types can help organize messages and the inbox:

- Meeting and task requests
- Status updates—ongoing project work
- Confirmation—notification, invoice, receipt
- Informational—LISTSERV/newsletters
- Promotional—survey requests, ads, subscriptions

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Become familiar with the conventions associated with drafting professional emails to craft emails that are actionable, clear, and organized

Subject → **INF1321H Section 1 Issues Accessing Quercus Course Shell**

Greeting → Dear Dr. _____,

I hope you're doing well.

Context → I'm currently a first-year MI student in the LIS concentration (student number: XXXXXXXXX). I was recently removed from the waitlist for your course INF1321H and am now enrolled on Acorn. However, I am still having issues accessing the course shell on Quercus. Could you please help me enroll in the class on Quercus?

Purpose → Please let me know whether there is any additional information I can provide.

Sign Off → Best wishes,
First Name

Signature → First Name, Last Name, MI Candidate
Faculty of Information, University of Toronto

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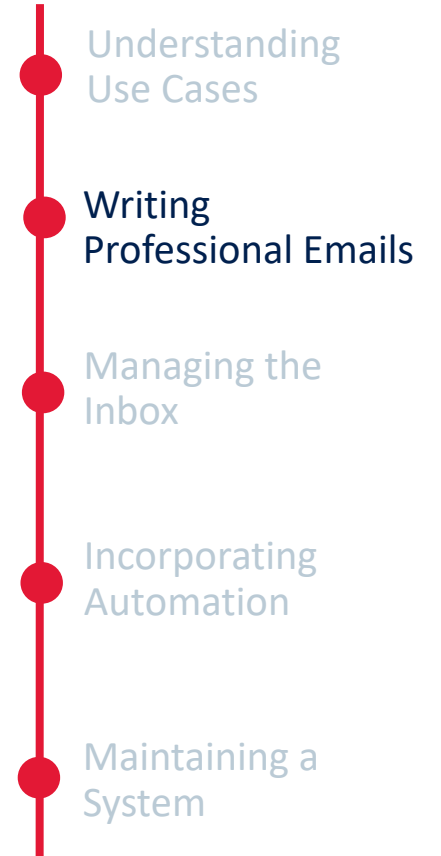
Become familiar with the conventions associated with drafting professional emails to craft emails that are actionable, clear, and organized

Content

- Identify who you are (unless you have an established relationship)
- Clearly state purpose or intended outcome
- Give context as needed—can include references (hyperlinks)

Format

- Use paragraphs
- Be concise
- Use bullets and numbers
- Highlight important information (e.g., bold, underline)
- Understand the difference between CC and BCC, and when they're needed



Use Outlook features to support professional communication

DEMO

Email Signature

Edit and choose signatures that will be automatically added to your email message.

Create and edit signatures

+ New signature

Outlook Web Signature

Rename

Delete

Unsend Messages

Messages can be canceled for up to 10 seconds. You can choose how long Outlook will wait to send your messages.

10

References:

How to make an [email signature](#)

How to schedule [delayed messages](#)

How to create [automatic out of office replies](#)

How to unsend [sent messages](#)

Delayed Messages

Send | Discard

Send

Send later

Out-of-Office Messages

☒ Turn on automatic replies

☐ Send replies only during a time period

Start time 9/13/2022 1... ▾

End time 9/14/2022 1... ▾

☐ Send replies outside your organization

☐ Send replies only to contacts

Understanding Use Cases

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ACTIVITY

Create a professional email signature

Suggestions for Components:

Name
Pronouns
Degrees
Current Role
Affiliation
Name Pronunciation (<https://namedrop.io/>)

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ACTIVITY

Send a delayed email asking for an extension for a work- or course-related project to your supervisor or instructor

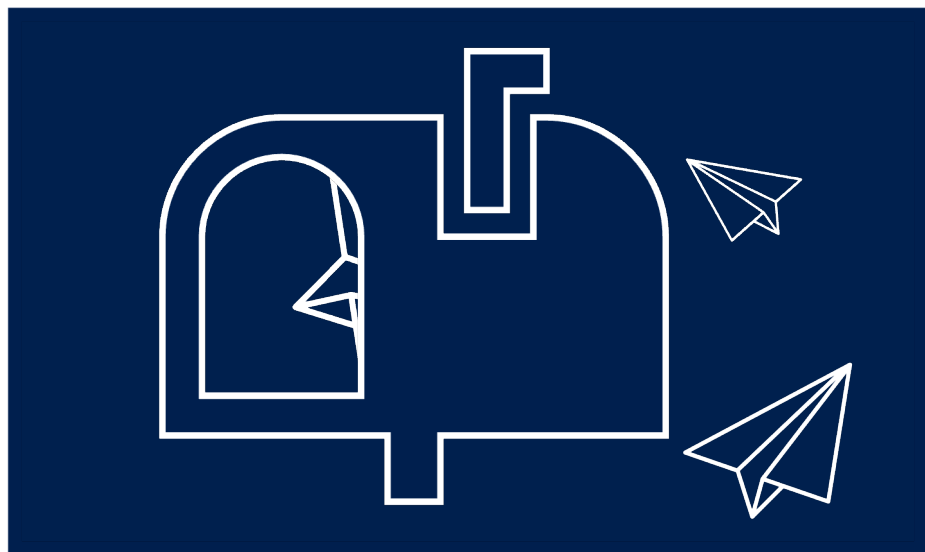
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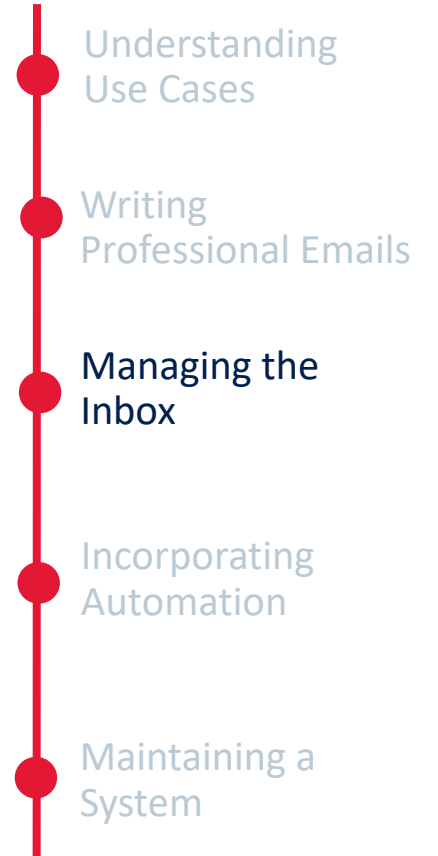
Maintaining a
System



**BREAK
TIME**

Develop a system (e.g., Inbox Zero or similar approach) to manage emails

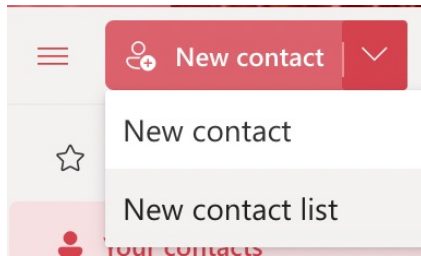
“The true inbox zero is the amount of your attention on your inbox when you should be doing something else”
(Mann, 2020)



Use features, including contact group, customize actions, retention labels, categories, importance, and flags, to manage messages

DEMO

Contact Group



Customize Actions

- ☒ Mark as read or unread
- ☒ Flag
- ☒ Move to a folder

Retention Labels

- 1 Week Delete
- 1 Month Delete
- 6 Month Delete
- 1 Year Delete
- 3 Year Delete
- 5 Year Delete
- Never Delete
- ☒ Use parent folder policy

Categories

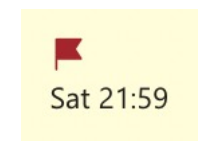
+ Create category

Blue category

Importance

- High
- ☒ Normal
- Low

Flag



References:

- How to make [a contact group](#)
- How to customize [actions](#)
- How to apply [retention labels](#)
- How to use [categories](#)
- How to designate [importance](#)
- How to use [flags](#)

Understanding Use Cases

Writing Professional Emails

Managing the Inbox

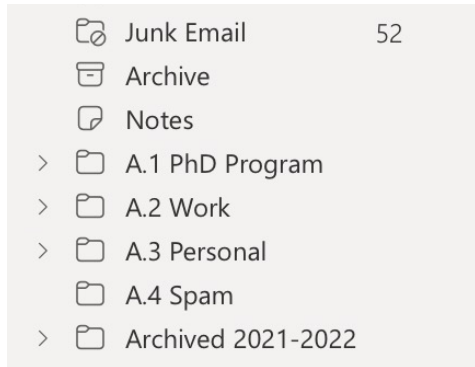
Incorporating Automation

Maintaining a System

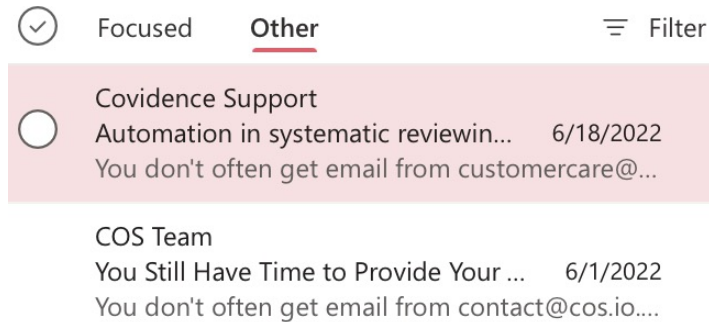
Organize the inbox using folders, the focused inbox, and message preview

DEMO

Folders



Focused Inbox



Message Previews

Do you want to show preview text?

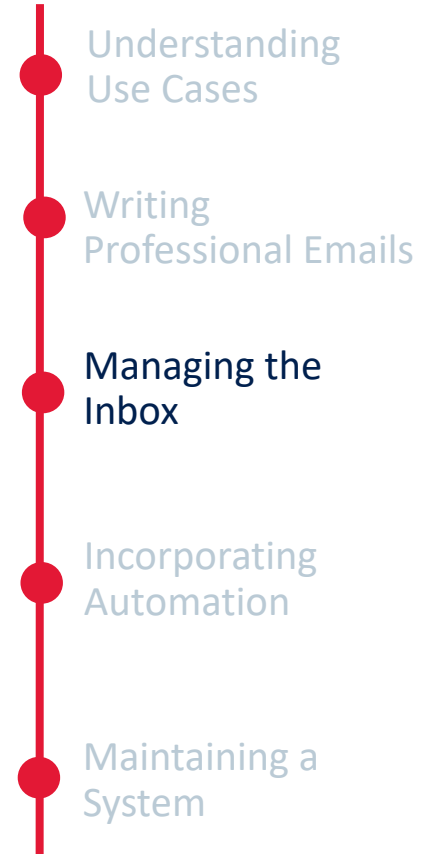
- ☒ Show preview text
- ☐ Hide preview text

References:

How to make [folders](#)

How to develop a [focused inbox](#)

How to use [message previews](#)



ACTIVITY

Create a filing system (a virtual 'filing cabinet') to manage your inbox using folders and subfolders as well as categories

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Create rules to manage messages and folders

DEMO

The screenshot shows the Outlook 'Settings' application. On the left, the 'Settings' pane has a search bar and a list of categories: General, Mail, Calendar, and People. The 'Mail' category is selected and highlighted with a red circle and the number '1'. Within the 'Mail' category, the 'Rules' option is selected and highlighted with a red circle and the number '2'. On the right, the 'Rules' configuration pane is open, showing a list of steps: 1. Name your rule (with a text input field and a red circle and number '3'), 2. Add a condition (with a dropdown menu), 3. Add an action (with a dropdown menu), and 4. Add an exception (optional) (with a dropdown menu). At the bottom of the 'Rules' pane, there is a checkbox labeled 'Stop processing more rules' which is checked, and a red 'X' icon. At the bottom right of the 'Rules' pane, there are 'Save' and 'Discard' buttons.

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Reference: How to set up [rules in Outlook](#)

ACTIVITY

Create rules to...

- Apply a category to a specific recipient
- Move messages from a recipient to a specific folder
- Identify messages about a specific topic from the subject line and move them to a specific folder

Understanding
Use Cases

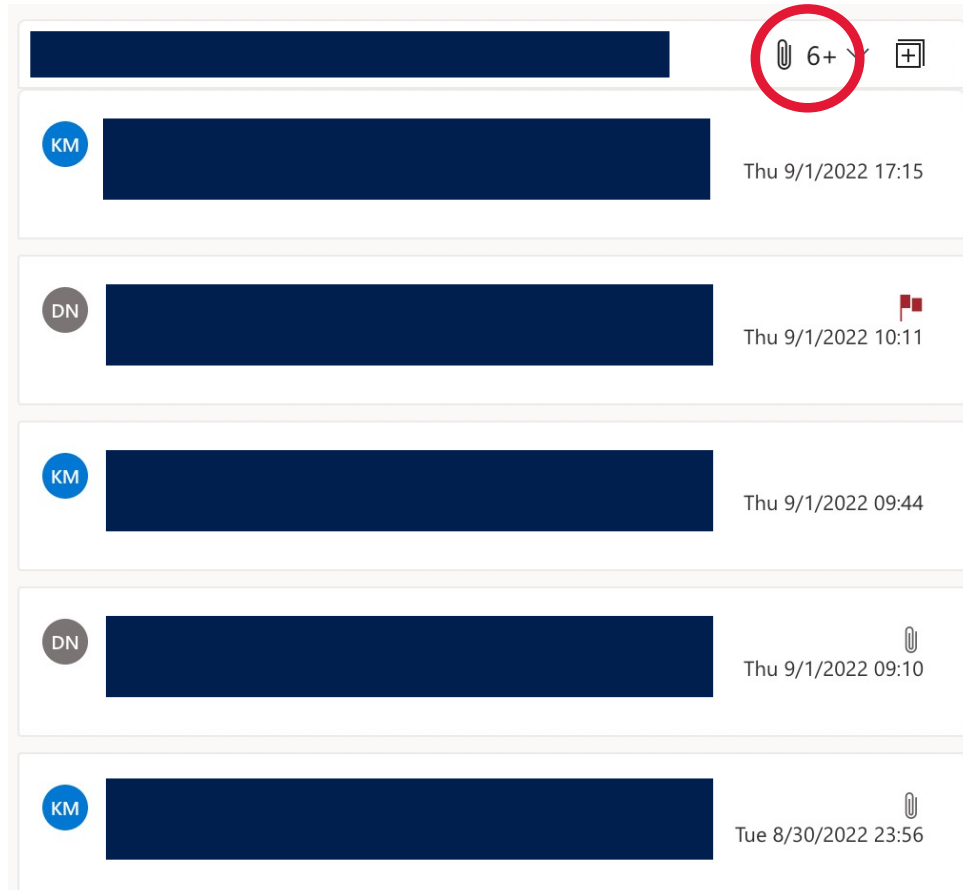
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Employ strategies to reduce email clutter and optimize your workflow



- Archive old emails/clean inbox
- Batch emails
- Respond in email chains
- Use the 2-minute rule

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Thank you!

Questions?

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