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**thriving**  
a m i d s t   c h a o s

[www.thrivingamidstchaos.com](http://www.thrivingamidstchaos.com)

Better email  
management



# **1. REDUCE DISTRACTION**

## Rule #1

Turn off email when doing work that requires uninterrupted focus.

Navigation Pane

>> **Inbox**

From Subject

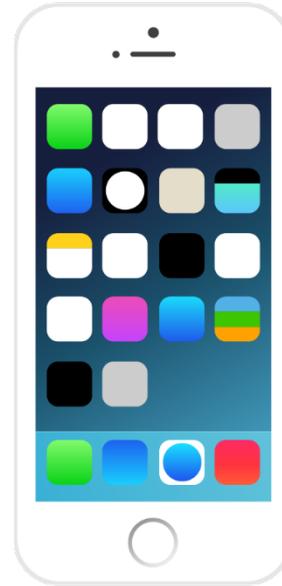
Categories: (none) (45 items, 36 unread)

Moore, Heather E	Thank You :)
Finnerty, Diane L	FW: Suggested revisions to the L&D invitation to new employee orient...
Johnson, William T	RE: Final reminder re: the Mandatory Drug Survey
Van Allen-Shalash, Evalyn O	COUNCIL OF DEANS AGENDA: this morning, 9:00 - 10:30 am, UCC Boar...
Online Classroom	Five effective ways to improve online instruction
Sondgeroth, Tracy N	St. Patrick Day / Maggie pics (I am not quite sure why her eyes glow)
John Pappajohn Entrepreneurial Center	Don't Forget to Register for the MidWestOne Lecture Series!
Snetselaar, Linda G	Request
Snetselaar, Linda G	Question
Polumbaum, Judy	Re: Ida Beam decisions?
Daily POEMs	Daily POEM: Preventing mastoiditis not a good antibiotic rationale
Michael Kienzle	myCards
Physician's First Watch	Swine Flu / Physician Experience & ICD Implantation
Campus Technology Webinars	Next Week: Mass Notifications Solutions for Higher Education
SonoSite	Your Patients Are Counting On You
Radisson Hotels & Resorts	Your recent stay at Radisson Hotel Reagan National Airport
SAS Events	SAS to Present a New Track at ThinkTank '09
chris@gooseeducationalmedia.com	The Goose, April 22nd - Have "Jack-like-passion"
NYTimes.com	Today's Headlines: In Adopting Harsh Tactics, No Inquiry Into Their Past ...
DocGuide	DocGuide Weekly (General Medicine)
KCRG-PersonalPinpointFuturecast@subs.my...	Your Personal Pinpoint Futurecast

## Rule #2

Stop “checking”  
your email.

Instead, *work on it.*



### Checking email less frequently reduces stress



Kostadin Kushlev\*, Elizabeth W. Dunn

*University of British Columbia, Vancouver, Canada*

#### ARTICLE INFO

*Article history:*

Available online 22 November 2014

#### ABSTRACT

Using email is one of the most common online activities in the world today. Yet, very little experimental research has examined the effect of email on well-being. Utilizing a within-subjects design, we investigated how the frequency of checking email affects well-being over a period of two weeks. During one

## **2. STORAGE FOLDER IDEAS**



Search

File Home Send / Receive View Add-ins Help

Show Focused Inbox | Change View | Current View | [List View Icon] | [Sort Icon] | Use Tighter Spacing [Tight Spacing Icon]

▼ susan@susanrjohnson.onmicrosoft....

> **Inbox**

Drafts

> Sent Items [1]

> @ WF [1]

> @Calendar Event associated messages

> @Projects associated messages

> Deleted Items [21]

Archive

@Optional reading

Clutter

> Conversation History

Junk Email

All Unread

[Folder Icon] | @ | From | Subject

We didn't find anything to show here

### Consider:

1. Reducing the number of topical reference folders
2. Adding folders for messages related to your current work.

◀ susan-johnson@uiowa.edu

▷ Inbox **10**

Inbox messages before July 21, 2017

▷ @ Calendar Ticker

▷ @ Waiting For **[3]**

**@ Projects associated messages**

@ Optional reading

▷ Sent Items **[4]**

▲ @ Projects associated messages

▷ = [watchinglist]

= Cross-Cohort Collaboration Consortium decision

= fall 2017 inperson meeting agenda planning

= Nanette: Glycated albumin in SWAN

= National Death Index proposal (Carrie)

= repository proposal votes

= swan decision making (sioban) **1**

▷ = SWAN VI preconcept proposal - input from NIH on format and budget imfo to...

▷ = SWAN VI Aims & pitches draft **6**

◀ susan-johnson@uiowa.edu

▷ Inbox 10

Inbox messages before July 21, 2017

▷ @ Calendar event associated messages

▷ @ Waiting For \_ [3]

▷ @Projects support material

@ Optional reading

▷ Sent Items [4]

▲ @ Calendar event associated messages

2017.07.14-19 EWIM with visit to Jane's in Portland 2

2017.07.21 Periodontics retreat: email productivity

2017.07.24 SWAN EC call

2017.07.28 swan cancer adjudication call

2017.08.07 Peds Dentistry time management session

2017.08.29-30 WUSTL keynote

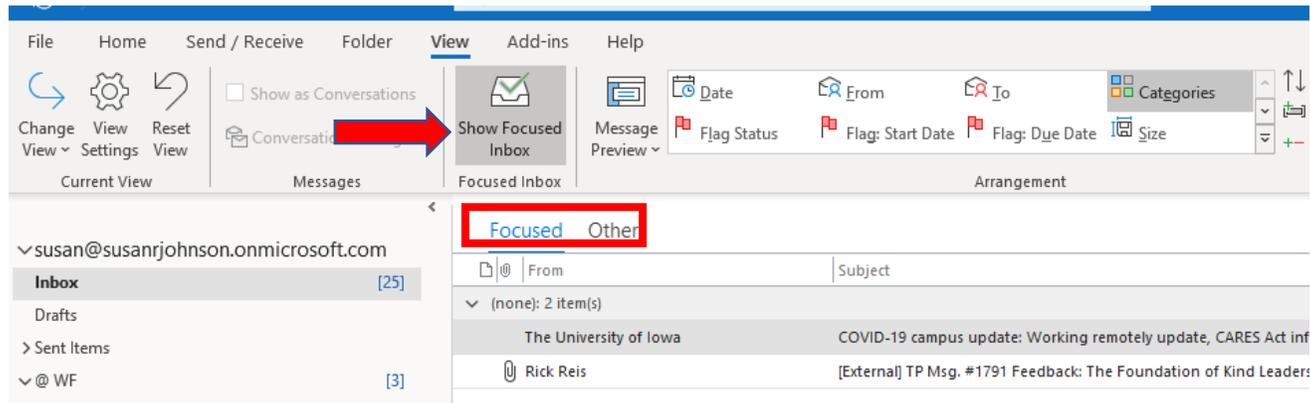
2017.09.06 nursing grad student session

### **3. TRY FOCUSED INBOX (ONLY IN OL 365)**

# Focused Inbox

## To Enable Focused Inbox

- Outlook Windows desktop, select the **View** tab, click icon in ribbon to “on”
- Outlook Mac desktop: select the **Organize** tab, lick icon in ribbon to “on”
- Web app: Select **Settings** (“gear” icon in upper right-hand corner) & toggle Focused Inbox “on”



**Focused**: the OL algorithm thinks **you will want to see first** (addressed just to you; from your contacts, etc)

**Other**: the OL algorithm thinks **you won't want to see first** (mass email, list serves, advertisers, etc)

You then “train” the algorithm to individualize your preferences (next slide...)

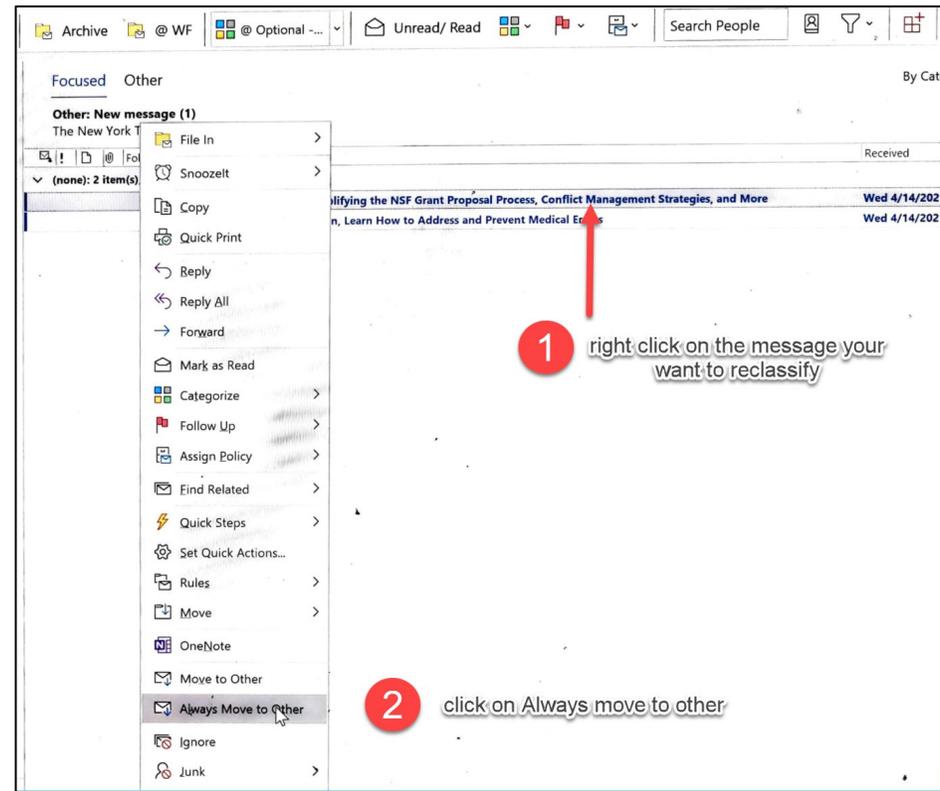
## To “train” the algorithm in Windows Desktop:

1. **Right-click** on the message you want to be in the other list.

2. Click on **“Always move....”** to permanently redirect all future messages from that sender to the other location

That is, you can redirect messages in **Focused** to **Other**, or, **Other** to **Focused**

(You can also do a *one time move message* although I don’t use this very often)



4. A process for staying on top of email



Search

File Home Send / Receive View Add-ins Help

Show Focused Inbox | Change View | Current View | [List Icon] | [Sort Icon] | Use Tighter Spacing | Layout

susan@susanrjohnson.onmicrosoft....

- > **Inbox**
- Drafts
- > Sent Items [1]
- > @ WF [1]
- > @Calendar Event associated messages
- > @Projects associated messages
- > Deleted Items [21]
- Archive
- @Optional reading
- Clutter
- > Conversation History
- Junk Email

All Unread

📄	@	From	Subject	Rec
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We didn't find anything to show here.

# INBOX ZERO!

## **My “full processing” method**

### **Part 1.**

**I run through all new messages, and delete the ones I can without opening the message**

**(if I see something that looks truly urgent, I open and take care of)**

### **Pass 2:**

**I go to the newest message (or you could start with the oldest)**

**I open each message in turn, *without skipping*, and follow the action checklist to the end**

## The action checklist:

❖ For each message, I decide what action I will take the first time I read it:

- Delete
- File only: Archive
- File only: Topic specific folder
- Read: Optional
- Forward to delegate or hand off
  
- Message needs a reply**
- Message is sending me new work (task or project)**

## For messages that require a reply or work:

### Reply required

- I ask: would phone or in person better? (reply: “Let’s talk + proposed plan for doing so)
- I reply immediately to as many as I can
- For the rest, I designate them as “deferred to later”

### New work to do:

- I complete immediately as many tasks as I can
- For the remaining tasks, and all the projects, I add to **my to-do list system...**
- If I now have a new calendared event or project, I create the email folders to store related messages

# Options for storing deferred messages

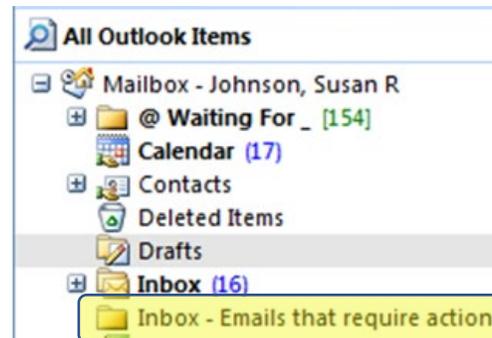
## **Emails that contain new work / tasks:**

Add to your to do list system or task manager app

**Create a time block on your calendar to complete the needed work.**

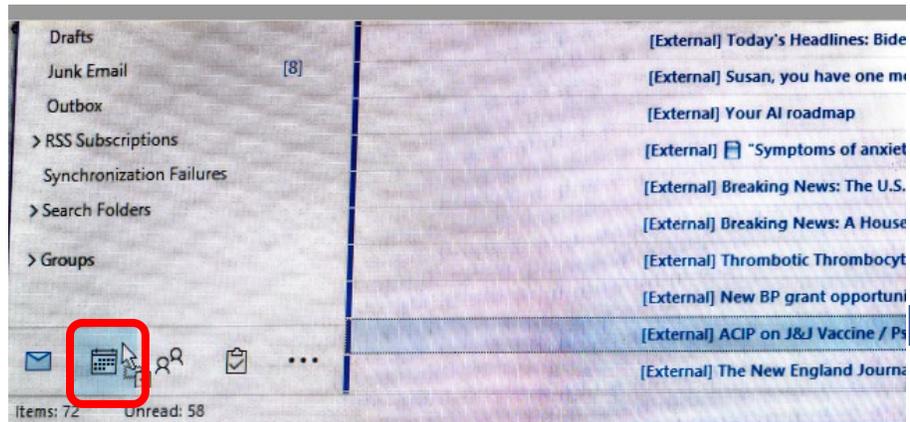
## **Emails that need a reply:**

1. Store in a folder



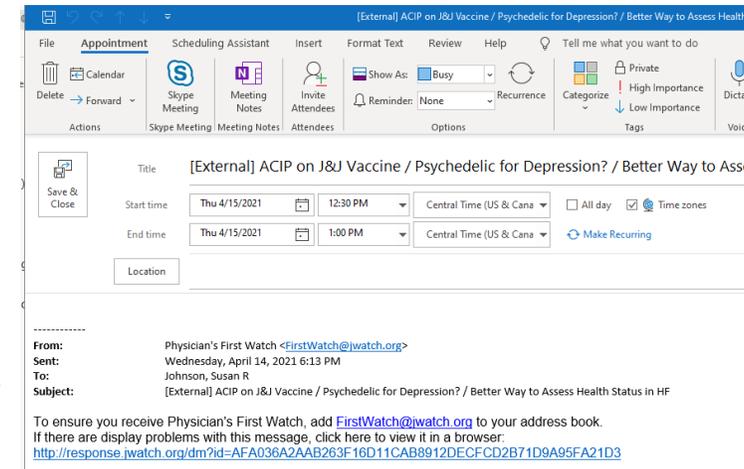
2. Keep in the inbox, but “segregate” from unprocessed messages with a flag or category

# How to copy messages to create a calendar time block



- 1 **Left-click drag** message to the calendar icon, and “drop it”  
(The original email will remain in the inbox)

Source for calendar instructions:  
<https://kb.parkland.edu/page.php?id=55562#:~:text=Step%201%3A%20Select%20and%20highlight,Calendar%22%20in%20the%20navigation%20bar.>



A new appointment or task dialog box will open.

- 2 **Modify** the subject, date and time as needed

# Defer using a flag:

The image shows two screenshots of an Outlook email list. The top screenshot shows the list sorted by 'Received' date. The bottom screenshot shows the list sorted by 'flag' status, with a red oval and a blue arrow pointing to the 'flag' column header. The text 'Sort on "flag"' is written inside the oval.

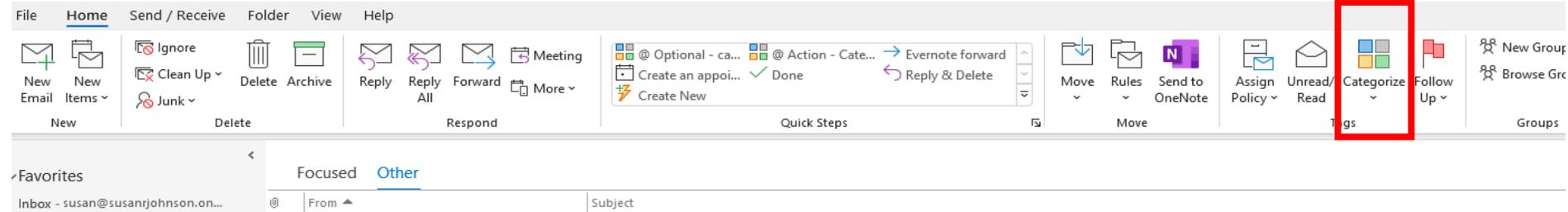
From	Subject	Received	Flag
Daufeldt, Michelle D	= look up Michelle's phone nubmer >>> 4jcw shirts	Tue 3/20/2012 1:36 PM	
Johnson, Susan R	= call John to see if he is ineterested int hei program >>> Check Out The February...	Thu 2/23/2012 8:26 AM	Flag
Johnson, Susan R	upcoming Spotlights	Thu 2/23/2012 8:26 AM	
Johnson, Susan R	Alert: Your backup is 3 weeks overdue	Thu 2/2/2012 4:43 PM	
Johnson, Susan R	sample	Wed 2/1/2012 2:46 PM	Flag
its-helpdesk@uiowa.edu	Change to your University of Iowa E-mail Address	Tue 1/31/2012 2:52 PM	

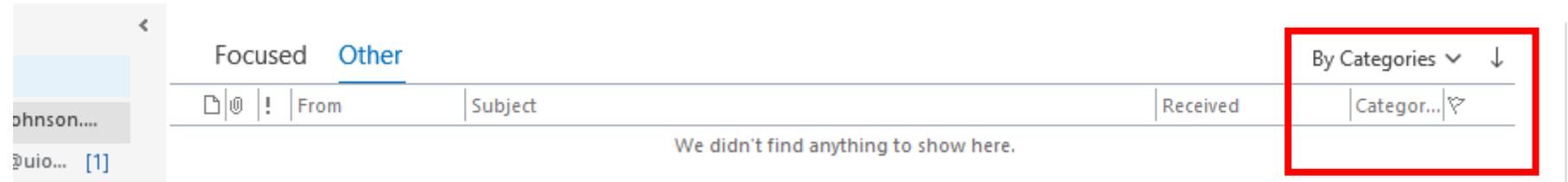
From	Subject	Received	Flag
Johnson, Susan R	= call John to see if he is ineterested int hei program >>> Check Out The February...	Thu 2/23/2012 8:26 AM	Flag
Johnson, Susan R	sample	Wed 2/1/2012 2:46 PM	Flag
Daufeldt, Michelle D	= look up Michelle's phone nubmer >>> 4jcw shirts	Tue 3/20/2012 1:36 PM	
Johnson, Susan R	upcoming Spotlights	Thu 2/23/2012 8:26 AM	
Johnson, Susan R	Alert: Your backup is 3 weeks overdue	Thu 2/2/2012 4:43 PM	
its-helpdesk@uiowa.edu	Change to your University of Iowa E-mail Address	Tue 1/31/2012 2:52 PM	

# Defer using categories:

**Prep 1 : Create the categories you want to use**

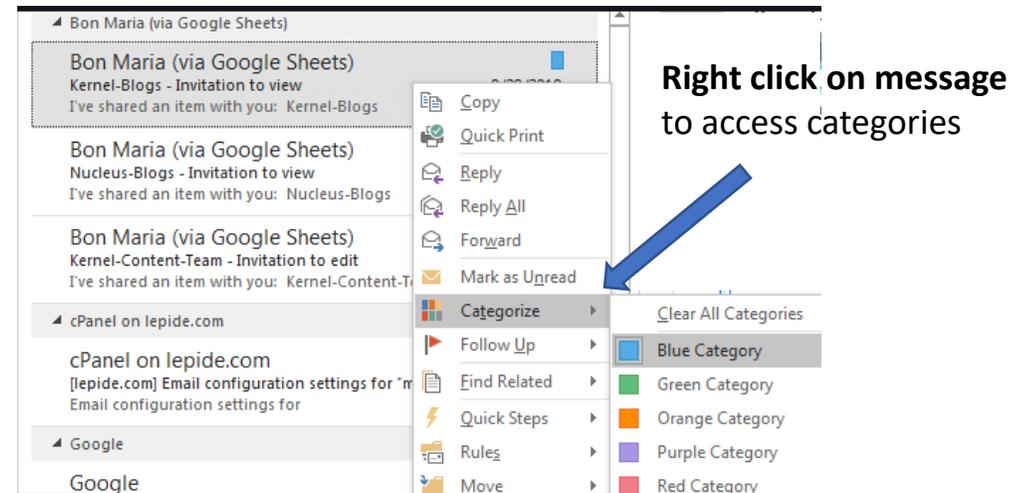
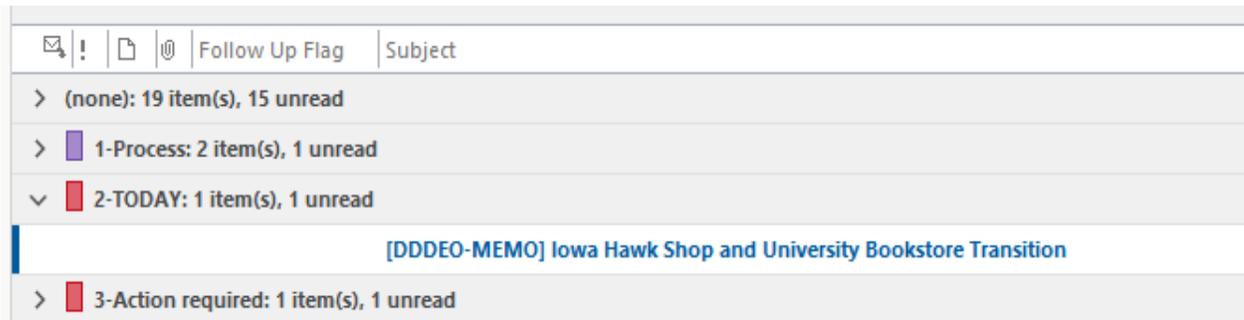


**Prep 2: Set sort to "by categories"**



## Method:

- Add the appropriate category to deferred messages:



**Susan R. Johnson**

**srj.susanjohnson@gmail.com**

**Contact me  
anytime with  
questions or  
comments, and,  
get articles on my  
website**

**thriving**  
a m i d s t c h a o s

**[www.thrivingamidstchaos.com](http://www.thrivingamidstchaos.com)**