

Susan R. Johnson

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Better email management

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

www.thrivingamidstchaos.com

Distraction mitigation

Time management

Folders for current work

Volume reduction

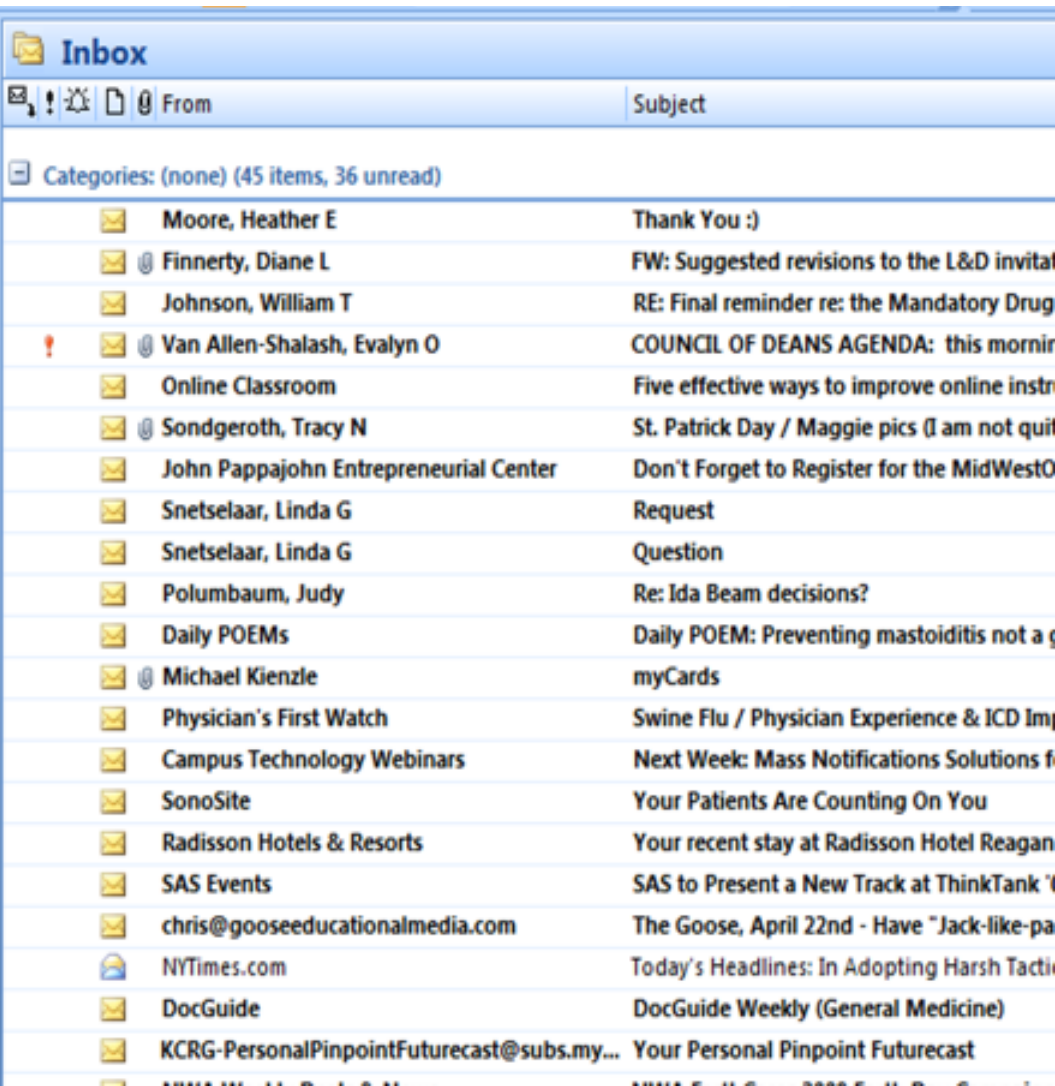
Keeping up





1. DISTRACTION MITIGATION

Distraction mitigation Strategies

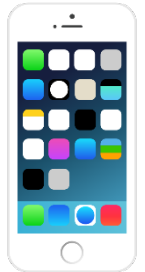


Inbox		
	From	Subject
Categories: (none) (45 items, 36 unread)		
	Moore, Heather E	Thank You :)
	Finnerty, Diane L	FW: Suggested revisions to the L&D invital
	Johnson, William T	RE: Final reminder re: the Mandatory Drug
	Van Allen-Shalash, Evalyn O	COUNCIL OF DEANS AGENDA: this mornir
	Online Classroom	Five effective ways to improve online instr
	Sondgeroth, Tracy N	St. Patrick Day / Maggie pics (I am not quil
	John Pappajohn Entrepreneurial Center	Don't Forget to Register for the MidWestO
	Snetselaar, Linda G	Request
	Snetselaar, Linda G	Question
	Polumbaum, Judy	Re: Ida Beam decisions?
	Daily POEMs	Daily POEM: Preventing mastoiditis not a g
	Michael Kienzie	myCards
	Physician's First Watch	Swine Flu / Physician Experience & ICD Im
	Campus Technology Webinars	Next Week: Mass Notifications Solutions f
	SonoSite	Your Patients Are Counting On You
	Radisson Hotels & Resorts	Your recent stay at Radisson Hotel Reagan
	SAS Events	SAS to Present a New Track at ThinkTank '1
	chris@gooseeducationalmedia.com	The Goose, April 22nd - Have "Jack-like-pa
	NYTimes.com	Today's Headlines: In Adopting Harsh Tacti
	DocGuide	DocGuide Weekly (General Medicine)
	KCRG-PersonalPinpointFuturecast@subs.my...	Your Personal Pinpoint Futurecast
	NHRA W. H. R. & S. M.	NHRA F. H. S. & S. M. R. & S. M. R. & S. M. R.

Set “no email time zones” at home.

Turn off notifications.

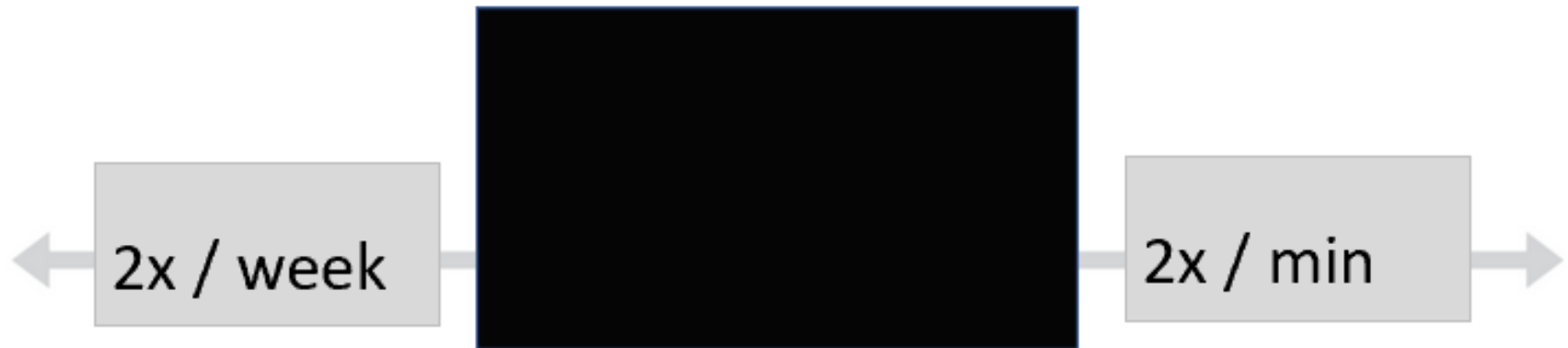
Stop “checking.”



Work on email in batches.

No email access during work that requires focus.

How often should you work on
your email?



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2. EMAIL TIME MANAGEMENT

Help desk operator: **continuously**

Faculty member without administrative responsibilities= **1- 3x a day**

Admin duties, managers, team leaders,
“customer service” focus = **~ hourly**

3 “working on” options

1

Full Processing

**Reponses, delete,
file, triage**

2

Triage only

3

**Emergency
scan**

“Urgent” only



3. FOLDERS for CURRENT WORK



To store messages you send, when
you need a reply



Two easy ways to get your sent
message into “Waiting for:”

- Drag from Sent items
- CC / BCC yourself and drag over

Active projects/ issues

> @Projects associated messages

Intro to Clinical Reasoning lecture DUE March 31

Lab manager hire

Paper - Hot flashes in men - data analysis

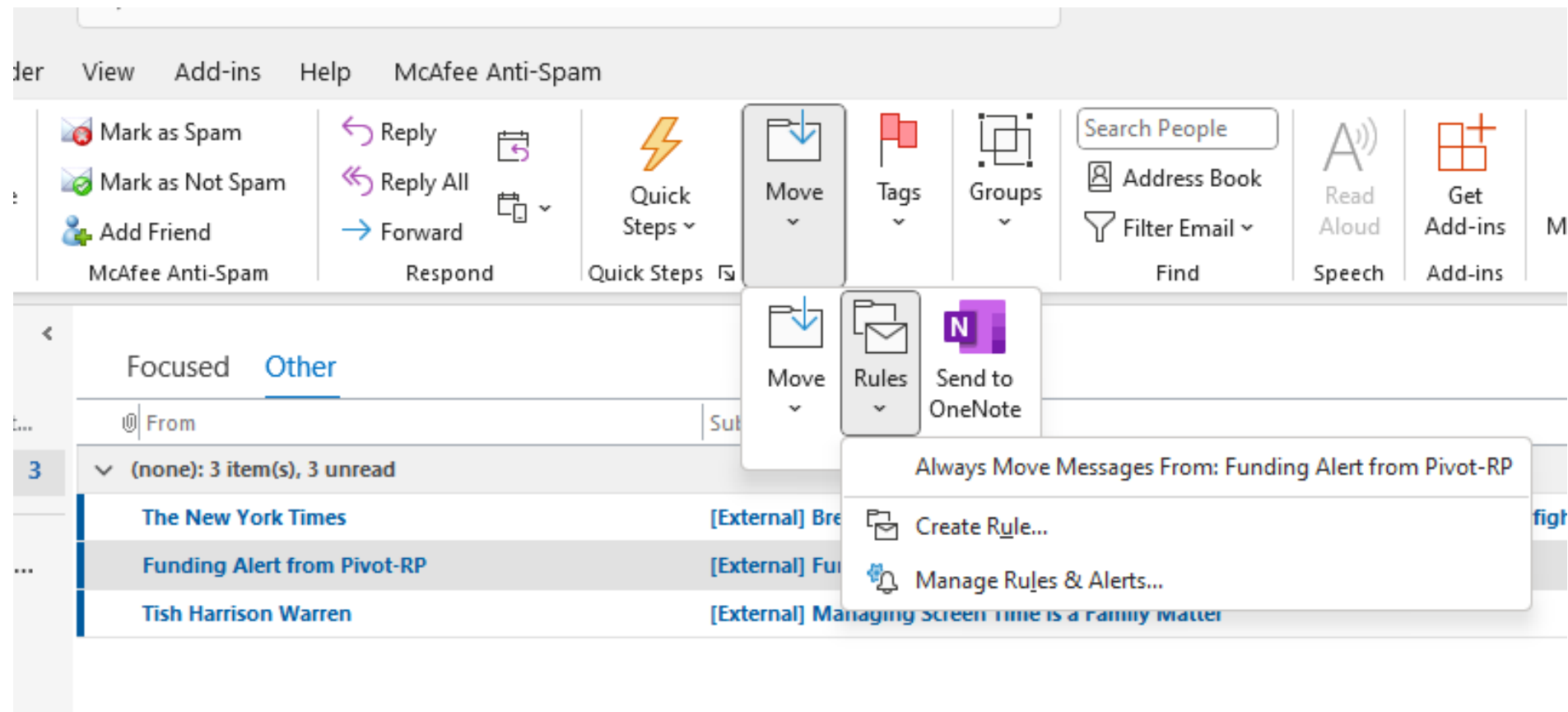
Paper- Single cell DNA analysis in fruit flies - SUBMIT



4. VOLUME REDUCTION

Set rules to bypass the inbox:

(1) file or (2) sent directly to delete



Try Focused Inbox

The screenshot shows the Microsoft Outlook interface with the 'View' tab selected in the ribbon. The ribbon includes sections for 'Current View', 'Messages', 'Focused Inbox', 'Message Preview', and 'Arrangement'. In the 'Focused Inbox' section, the 'Show Focused Inbox' button is highlighted with a green checkmark. The left sidebar shows the email account 'susan@susanjohnson.onmicrosoft.com' with folders 'Inbox' (25 items), 'Drafts', 'Sent Items', and '@ WF' (3 items). The main pane shows the 'Focused' tab with a list of 2 items. The first item is from 'The University of Iowa' with the subject 'COVID-19 campus update: Working remo...'. The second item is from 'Rick Reis' with the subject '[External] TP Msg. #1791 Feedback: The F...'. The 'Arrangement' section on the right shows various view options like 'Date', 'From', 'To', 'Flag Status', 'Flag: Start Date', and 'Flag: Due Date'.

File Home Send / Receive Folder **View** Add-ins Help

Change View View Settings Reset View
Current View

☐ Show as Conversations
Conversation Settings ▾
Messages

Show Focused Inbox
Focused Inbox

Message Preview ▾

Date From To
Flag Status Flag: Start Date Flag: Due Date
Arrangement

←

▼ susan@susanjohnson.onmicrosoft.com

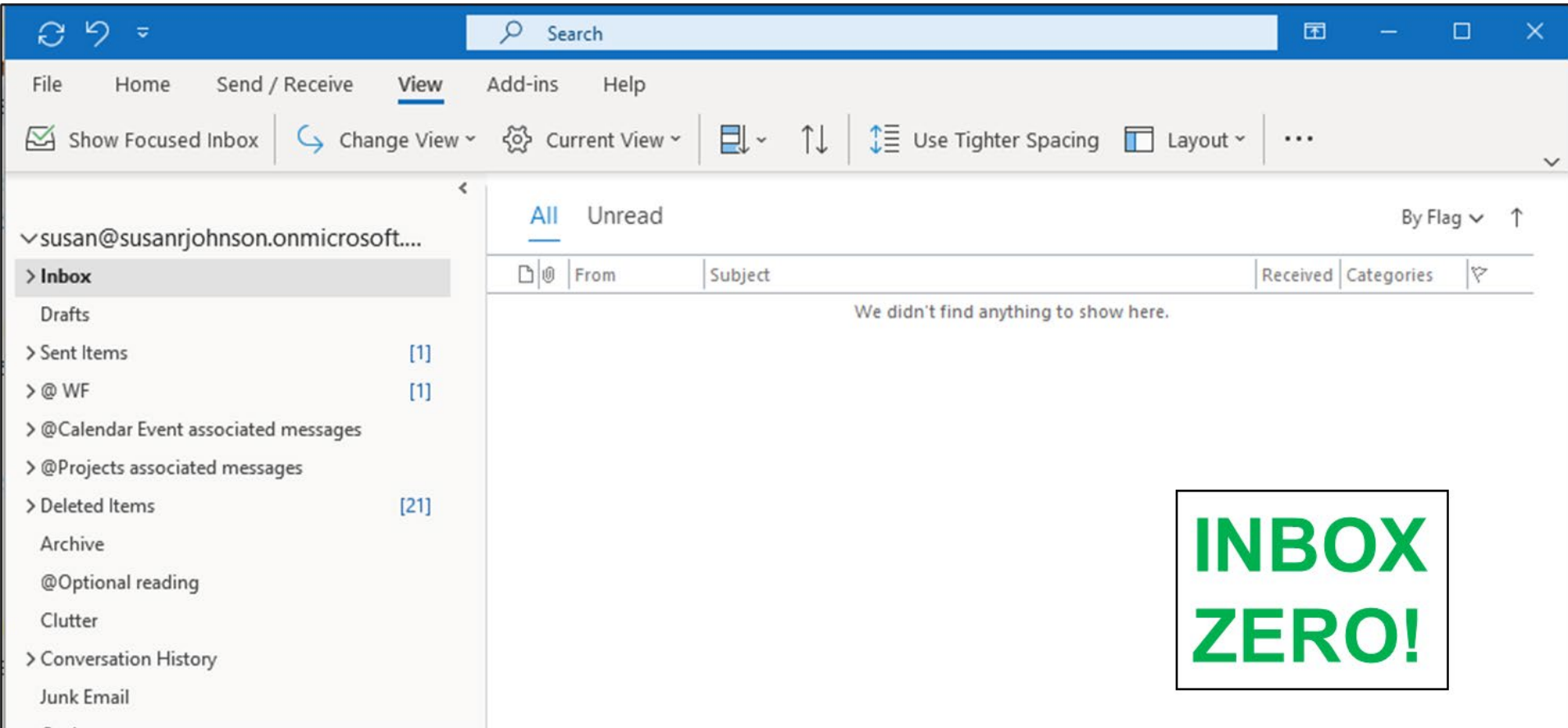
Inbox [25]
Drafts
> Sent Items
▼ @ WF [3]
2019.10.06-08 BIRCWH conf Davis- USCF talk
2020.02.05-07 Penn State, Hershey workshops 1

Focused Other

From Subject

▼ (none): 2 item(s)

The University of Iowa	COVID-19 campus update: Working remo...
Rick Reis	[External] TP Msg. #1791 Feedback: The F...



5. KEEPING UP

❖ **Decide the first time!**

- ☐ Delete
- ☐ File, no action required
- ☐ Save information (e.g. contact update, event info)
- ☐ “Optional reading?”
- ☐ Is phone or in person better?
- ☐ **Do / reply now**
- ☐ **Defer to later**

My “full processing” method

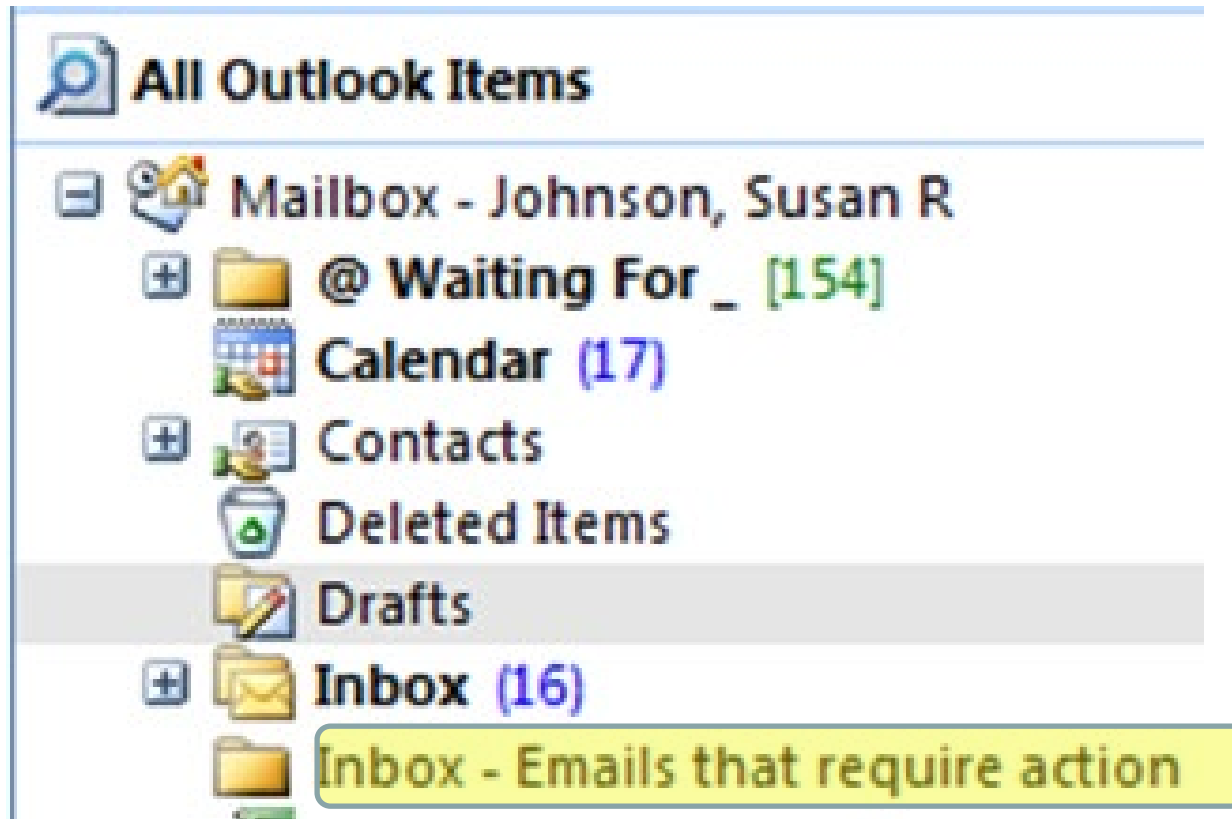
Pass 1.

- Read each subject line
- Delete/archive if the decision can be made without opening the message
- If *urgent*, open and deal with

Pass 2:

- Start with the newest message (or the oldest).
- Open the message, read it, and follow the algorithm.
- Open the very next one, *without skipping*, and do the same.

Storing deferred messages in a single folder



Storing deferred messages in process specific folders

✓ susan-johnson@uiowa.edu

✓ **Inbox triage**

00 Waiting For replies

01 REPLY TODAY

02 REPLY as soon as I can

03 Read & Review

04 Optional reading

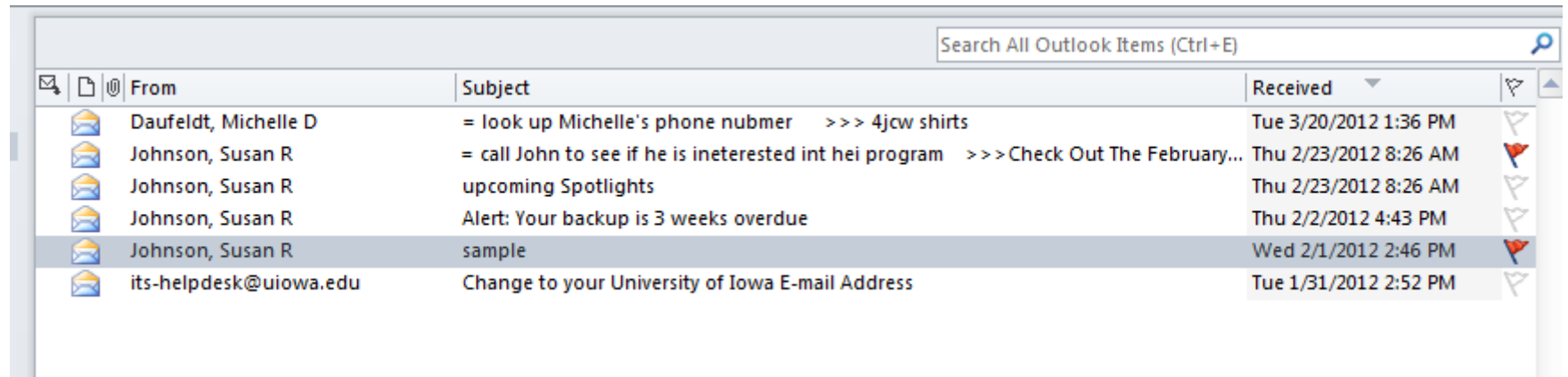
➤ Inbox

➤ Sent Items

[9]

Archive

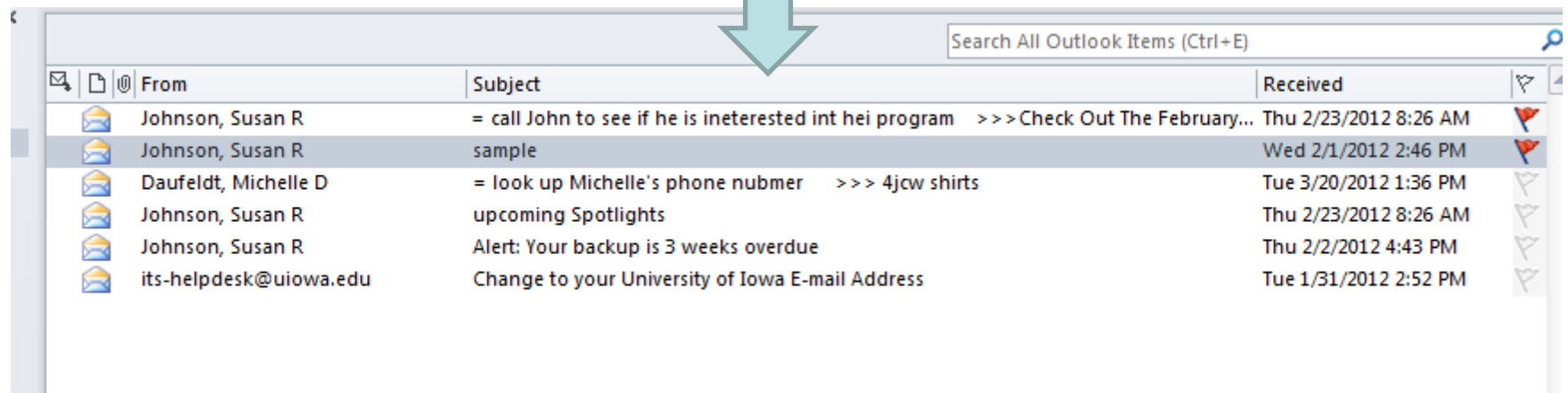
Marking deferred messages with a flag



A screenshot of an Outlook inbox window. The search bar at the top says "Search All Outlook Items (Ctrl+E)". The table has columns for "From", "Subject", and "Received". There are six rows of email data. The fourth row, from "Johnson, Susan R" with subject "sample", is highlighted and has a red flag icon in the right margin. A large blue arrow points from this row down to the second screenshot.

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	
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	

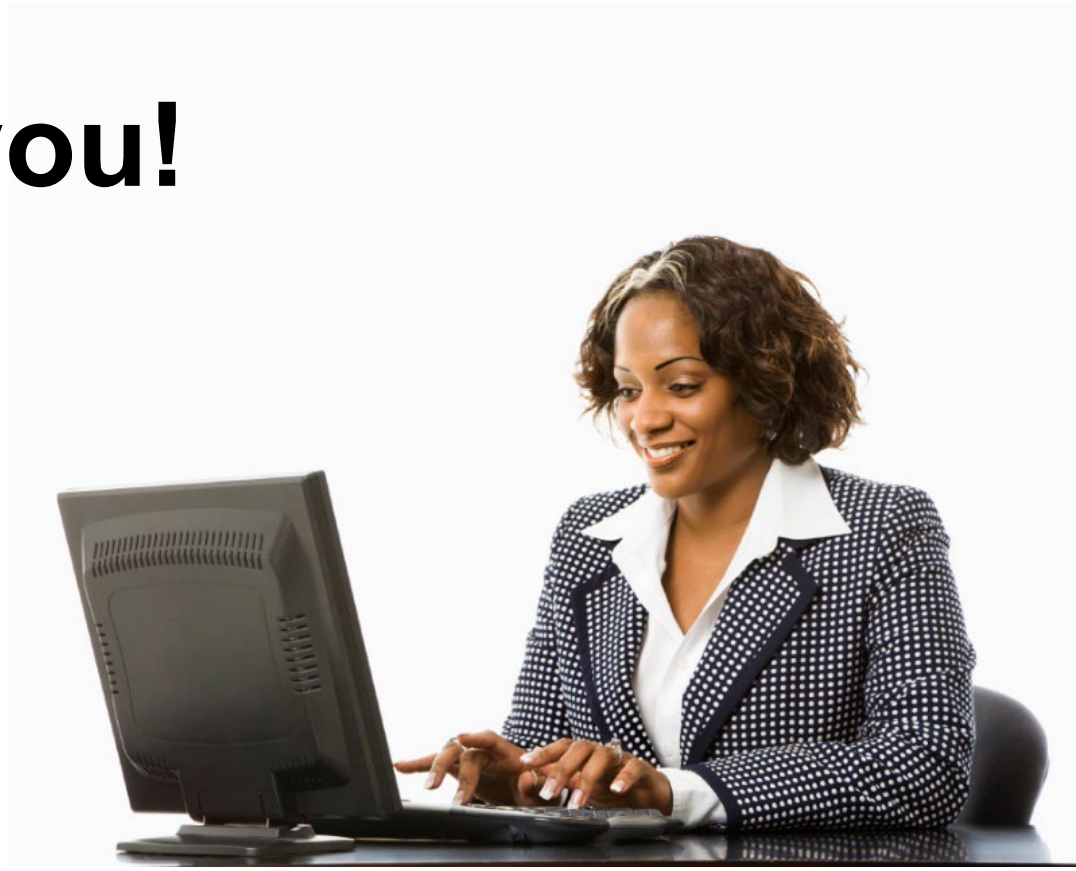
Sort on "flag"



A screenshot of the same Outlook inbox window, but the emails are now sorted by flag. The first two rows, both from "Johnson, Susan R", have red flags and are highlighted. The other four rows do not have flags. The large blue arrow from the first screenshot points to the top of this table.

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	

The new you!



Bonus!

If you compose better messages, you will get better, faster replies

Elements

- Use a meaningful subject line
- Put the “ask” at the beginning: what do you need and when do you need it
- Minimize open-ended questions; make “proposals” instead.
- Keep the message short - <1 screen best.
- Ask the person to contact you if they have questions

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

**Email me with your comments, questions,
and tips!**

www.thrivingamidstchaos.com