

Conquer Email Overload

WITH **Better Habits,**
Etiquette, AND
OUTLOOK[®]
2003

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Introduction

Billions of email messages cruise the Internet every day, and you're about to discover solutions for the ones that land in your Inbox. You'll explore tips on how to format, compose, send, and manage the onslaught of this powerful communication tool. In the end, you'll be able to move from one message to the next, finish quickly, and free up more time for other important projects.

There have been several recent studies about email overload and its effects on productivity in the workplace. In her book, *Managing Your Email: Thinking Outside the Inbox* (Wiley 2003), Professor Christina Cavanagh discovered that employees work one to two hours more a day managing email.

The results of another study commissioned by Hewlett Packard found that the distractions of the constant barrage of email, text, and phone messages is a greater detriment to the IQ and concentration than the effects of smoking marijuana. During clinical trials, every time a message arrived, respondents tried to juggle new messages with existing work, and over a day, the loss in productivity was the equivalent to the loss of a night's sleep. Worker IQ lost points because the constant changes of direction inevitably tire and slow down the brain.

Peggy Duncan sits with busy people just like you, teaching them how to better manage their email. This book is packed with tips from those sessions, as well as from the most frequently asked questions during her seminars.

Right now, you feel that email overload is impossible to control. All of this is about to change. You simply have to go through the process outlined in this book. So go ahead and dress comfortably, clear the calendar, and close the door. Let's get this thing done!