

Inbox Ninja

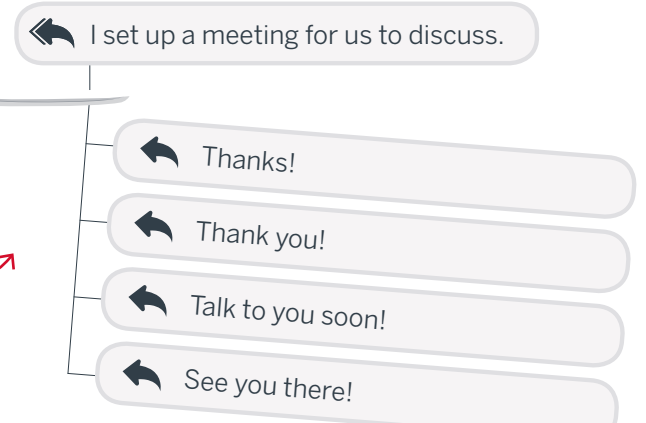


REDUCE VOLUME

When you can, **UNSUBSCRIBE** [CLICK]

DON'T REPLY ALL

1 communication could result in 5 emails



Set up RULES...

from: Blog → "Read later" folder
from: Manager → "High-importance" folder

...and ALERTS

auto-flag → Emails from external/important clients
auto-delete → When you can't (or won't) unsubscribe

REDUCE COGNITIVE LOAD

Starting at the top of your inbox ensures nothing urgent is missed!

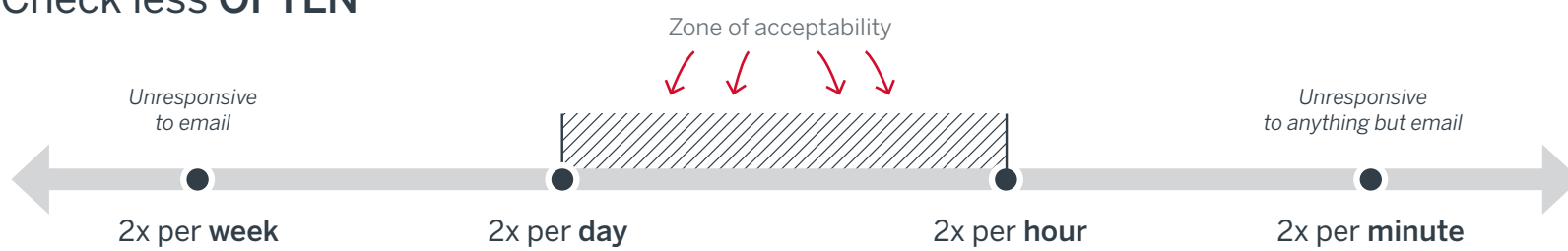
FOCUS

on newest messages

Determine your "FOLLOW-UP" STRATEGY

- ★ Use a follow-up folder
PRO: Clear delineation of next step
CON: Out of immediate sight
- or
- ★ Flag email
PRO: Specific and easy to find
CON: Clutters inbox
- or
- ★ Move to "tasks"
PRO: Allows for categorization
CON: Out of immediate sight
- or
- ★ Leave in your inbox
PRO: Easy to find
CON: Clutters inbox

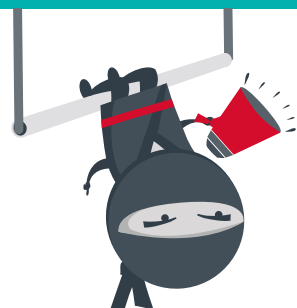
Check less OFTEN



CAPTURE ATTENTION

Know your intention *before* you hit send

How you deliver your message will help shape your recipient's response

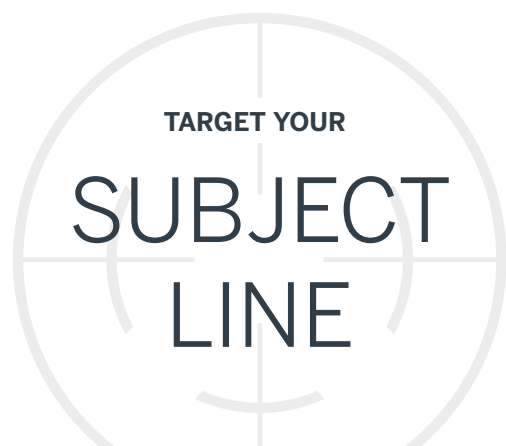


- DETERMINE:
Is your email to **INFORM** or **REQUEST**?
- Recipient should **read** → Your email should **inform**
 - Recipient should **save for later** → Your email should **inform**
 - Recipient should **reply** → Your email should **request**
 - Recipient should **act** → Your email should **request**

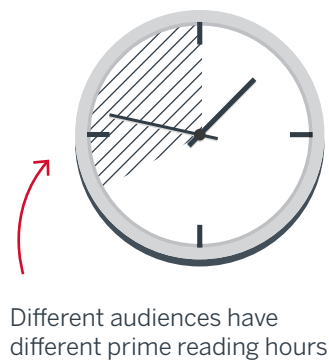
LIMIT & FOLDERS & USE SEARCH



COMMUNICATE CLEARLY



Consider the HOUR



Name names

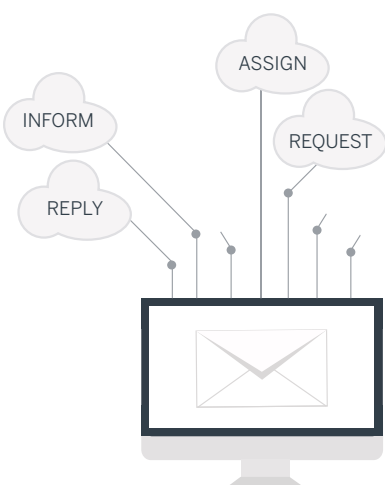
- | | |
|---|---|
| <input checked="" type="checkbox"/> team | <input checked="" type="checkbox"/> all |
| <input checked="" type="checkbox"/> everyone | <input checked="" type="checkbox"/> Mr. Ninja |
| | AND set times |
| <input checked="" type="checkbox"/> soon | <input checked="" type="checkbox"/> at some point |
| <input checked="" type="checkbox"/> when free | <input checked="" type="checkbox"/> on the 15th |

Keep your message **SHORT**

Know when **NOT** to email

EMPLOY FORMATTING

- Bullets → For listing tasks and instructions
- Line Breaks → To create shorter paragraphs
- Bold → Names and deadlines
- Indent → To call attention to
- Text Size → To differentiate
- Hyperlink → For convenience



Certain types of messages are best delivered offline

