

## EMPTYING YOUR INBOX



SPEEDMAILING



## WEEKLY CHECK

- Check **CALENDAR** past week
- Check **CALENDAR** coming week
- Check **DO THIS WEEK**
- Check **HOLDING FOR LATER**
- Check **WAITING FOR OTHERS**

## OUTLOOK SHORTCUTS



SPEEDMAILING

### PROCESSING EMAIL

Read Email	<b>(Shift) Spacebar</b>	Reply	<b>Ctrl+R</b>
Move Item	<b>Ctrl+Shift+V</b>	Reply to All	<b>Ctrl+Shift+R</b>
Copy Item	<b>Ctrl+Shift+Y</b>	Forward	<b>Ctrl+F</b>
New Message	<b>Ctrl+N</b>	Send	<b>Ctrl+Enter</b>

### NAVIGATE AND FIND

Find	<b>Ctrl+E</b>
Go to Email	<b>Ctrl+1</b>
Go to Calendar	<b>Ctrl+2</b>
Go to Folder	<b>Ctrl+Y</b>

### GENERIC

Select All	<b>Ctrl+A</b>
Copy	<b>Ctrl+C</b>
Paste	<b>Ctrl+V</b>
Undo action	<b>Ctrl+Z</b>

### WINDOWS

Switch Window	<b>Alt+Tab</b>
Close Program	<b>Alt+F4</b>
Search Files	<b>+F</b>
Lock Computer	<b>+L</b>

## E-MAIL BEST PRACTICE



SPEEDMAILING

### WHEN RECEIVING EMAIL

- Check your email no more than a couple of times a day
- Disable new email notifications
- Answer email within 2 working days or inform the sender that you will get back to him or her
- Are you away for more than 2 working days turn on the 'Out of Office Assistant'

### WHEN REPLYING TO EMAIL

- Avoid use of CC and Reply-to-all
- Inform a third party by forwarding your sent email and include an explanation
- Don't use an existing email for a new topic
- When in doubt, park it for a little while (especially if it is an important matter)

### WHEN SENDING EMAIL

- Make sure the subject is clear and informative
- Get to the point and use clear language
- Know when not to use email (emotions, conflicts)
- If it is important, don't rely on email alone

**More?** Go to [workshop.speedmailing.com](http://workshop.speedmailing.com)

