**EMPTING YOUR INBOX**

Is this an ACTION for ME? YES ➤ Can it be done in 2 MINUTES? NO ➤ To DO THIS WEEK or CALENDAR NO ➤ To HOLDING FOR LATER NO ➤ To WAITING FOR OTHERS NO ➤ To FILED ITEMS or DELETE YES ➤ DO IT NOW!

**OUTLOOK SHORTCUTS**

**PROCESSING EMAIL**
- Read Email (Shift) Spacebar
- Move Item Ctrl+Shift+V
- Copy Item Ctrl+Shift+Y
- New Message Ctrl+N
- Reply Ctrl+R
- Reply to All Ctrl+Shift+R
- Forward Ctrl+F
- Send Ctrl+Enter

**NAVIGATE AND FIND**
- Find Ctrl+E
- Go to Email Ctrl+1
- Go to Calendar Ctrl+2
- Go to Folder Ctrl+Y

**GENERIC**
- Select All Ctrl+A
- Copy Ctrl+C
- Paste Ctrl+V
- Undo action Ctrl+Z

**WINDOWS**
- Switch Window Alt+Tab
- Close Program Alt+F4
- Search Files Win+F
- Lock Computer Win+L

**E-MAIL BEST PRACTICE**

**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***