emailhandyman
emailhandyman.com

Emptying your inbox

Daily

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** / To **WAITING FOR OTHERS** / To **FILED ITEMS** or **DELETE**

YES → **DO IT NOW!**

NO → NO

Weekly

- Check **CALENDAR** past and coming week
- Check paper notes / voicemails
- Check **DO THIS WEEK**
- Check **HOLDING FOR LATER**
- Check **WAITING FOR OTHERS**

emailhandyman
emailhandyman.com

Outlook shortcuts

Navigate and Find

Go to Email	Ctrl+1
Go to Calendar	Ctrl+2
Go to Folder	Ctrl+Y
Find	Ctrl+E

Processing Email

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

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	+F
Lock Computer	+L

emailhandyman
emailhandyman.com

Email best practice

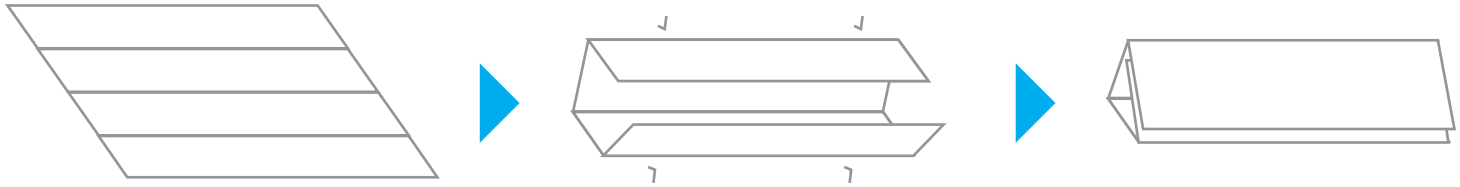
When receiving email

- 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 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

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)

More tips or a refresher? Check **follow-up.emailhandyman.com**