

Email and Time Management: You Are In Control!

National Pest Management Association

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Scottsdale, Arizona

- TV
- Social media
- Email

Managing email: YOU

Managing email: YOU

- **Don't do your email first thing in the morning**
 - At your best first thing in morning... and should address *number one priority* when at your best
 - Email is *never* your number one priority
 - Once you check... you're down the *rabbit hole*
- **Do email at regular intervals during the day**
 - 10, 1, 4, 6... set an *alarm*
 - Then get *back to work*

Managing email: YOU

- **Don't *check* your email, *do* your email**
 - Empty your inbox ***every time*** you do your email
 - ***Delete, Forward, Respond***
 - ***Drag and drop*** to Appointment, Task or Contact
 - If ***Task***, prioritize (High, Low or Normal). Set date if applicable
 - Move to ***Outlook folders*** you create (Pending, Action, Read Only, etc.)
 - Move to ***Windows Explorer*** folders (project, event, etc.)
 - ***2-Minute/10-Minute Rule*** (set an alarm)

Managing email: YOU

- **Log out of your email account**
 - Remove *temptation*
 - Open it up when *time to do email*
- **Use separate accounts**
 - Gmail, Yahoo, etc.
 - *Personal stuff* - news alerts, alumni information, shopping
 - *Eliminates junk mail* from work email
 - Get's your head around *right kind of emails*
- **Forget rules**
 - Or at least *go easy*
 - Too many *confusing* and *suck time*

Managing
email:
YOUR TEAM

Email rules for your organization

Managing email: YOUR TEAM

- **Subject line**
 - *Always use* the subject line
 - Inform reader about *subject of email*
 - Informs reader... and *you*
- **The CC**
 - Don't CC to *CYA*
 - Only include *absolutely necessary folks* on CC
 - If you're CCed... *no one wants your opinion*
- **Stop the string**
 - If email exchange goes over *7* emails... stop!
 - Pick up the *phone* or *walk down the hall*

Managing email: YOUR TEAM

- Don't use email to work out *disagreements* or problems
- Don't hit "*reply all*" when responding to group emails
- Don't respond to an email just to *acknowledge that you got it*
- The difference between an *email, a text and a phone call*

Managing
email:
YOUR TEAM

THE MOST CONTROVERSIAL TOPIC OF THE DAY!

Managing email: YOU & YOUR TEAM

- Don't do your email at *night*
- Don't do your email over the *weekend*
- Don't do your email on *vacation*

Managing email: YOU & YOUR TEAM

- **Evenings**

- Do email as the *last order of business* for the day... then *leave it alone*
- Don't check email before *going to bed* (you can't do anything anyways and it disrupts sleep)

Managing email: YOU & YOUR TEAM

- **Weekends**

- You are a better worker when you *take time off* of work
- Seeing the *weekend on the horizon* helps energize your work during the week
- Are you working on the weekend because you *have to...* or because you're *not working efficiently and effectively* during the week?
- If you do work over the weekend, don't send emails out until *first thing Monday morning*

Managing email: YOU & YOUR TEAM

- **Vacations**

- Tell colleagues to *not send emails* while you're away
- If you use your phone for other purposes (music, etc.) turn on *airplane mode*
- Turn off your *notifications* (email, text, Twitter, etc.)
- Have someone "*triage*" emails and alert you to messages that need attention
- If you have to do email, do it *once a day for ten minutes*... then go back to your vacation

Give your
team the gift
of time:
Meetings

Meeting rules for your organization

Give your team the gift of time: Meetings

- **Questions to ask before scheduling a meeting**
 - *Why* should we hold this meeting?
 - What do we want to *achieve* at this meeting?
 - What do we want to *achieve after* the meeting is over?
 - *Who* should be at this meeting (The Rule of 7)?
- **Circulate agenda and materials before the meeting**
 - *Start* and *end* time
 - Time for *each topic*
 - Clearly state the *purpose* of the meeting
 - *Handouts* sent to allow participants to come prepared

Give your
team the gift
of time:
Meetings

- Start and end *on time*
- No checking *phone or emails* during meeting
- *Manage and control* the meeting
- Keep meetings to *30 minutes*
- At end of meeting, *sum up* decisions and assignments
- Follow-up meeting with *brief email* restating decisions and assignments

Give your
team the gift
of time:
Meetings

- *End a meeting* the moment it is not producing or if participants are not participating
- Any new regular meeting must be "*funded*" by *killing an existing regular meeting*
- Meeting approval: Anything over *7 participants* or over *60 minutes* must be approved by supervisor
- *No meeting days or meetings on one day only*

Give your
team the gift
of time:
Meetings

- 7 most common things that go wrong at meetings
 1. Key person *doesn't show up*
 2. Participants won't *say a word*
 3. Participants won't *shut up*
 4. No one can *make a decision*
 5. Someone wants to *rehash a decision*
 6. Lack of *follow-through*
 7. Meeting *runs over*

Give yourself
the gift of time

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the gift of time

- Take more *breaks*
- Take a *nap*
- Stop *multi-tasking*
- Learn how to *say "no"*
- *Delegate*

Give yourself the gift of time

- Address *office drama* head-on
- Cut the *commute*
- Perform a "*time self audit*"
- Communicate *clearly and concisely*

Give yourself
the gift of time

- *Clean up* your work space
- *Stock up* your work space
- *Finish what you start*
- *Finish strong*

Give yourself
the gift of time

- Stop hitting the *snooze button*
- *Remove the TV* from the bedroom
- Get *rest, get exercise, eat right*

