How to Manage Your Email
Before It Manages You

THE HAMSTER REVOLUTION

Stop Info Glut—Reclaim Your Life!
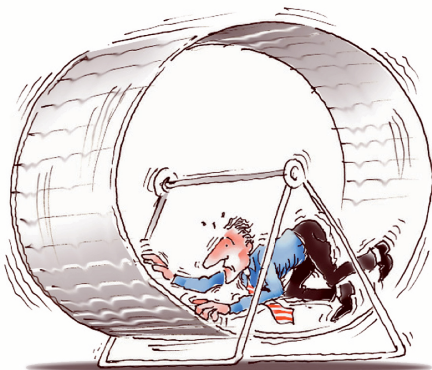
Mike Song, Vicki Halsey & Tim Burress

Foreword by Ken Blanchard
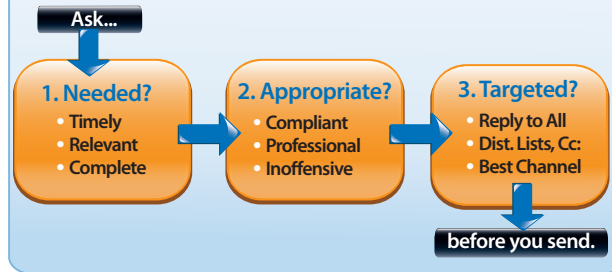
- Save 15 days a year
- Write clear, concise, and actionable email
- Reduce stress and get more done

EI TOOL 5/11

Get Control! SM
Power Tools

1-2-3 Email Quantity Tool™

Ask...

1. Needed?
- Timely
- Relevant
- Complete

2. Appropriate?
- Compliant
- Professional
- Inoffensive

3. Targeted?
- Reply to All
- Dist. Lists, Cc:
- Best Channel

before you send.

A-B-C Email Quality Tool™

Strengthen the Subject

To:	Action Takers
Cc:	Stakeholders
Subject:	Action: Info: Request: Confirmed: Delivery: Descriptive Title - eom (end of message)
Attach:	Limit & Explain Attachments – Use Links

Sculpt the Body

Brief, Warm Greeting

A Action Summary:
- Specific action, purpose, & response time
- Dig up context

B Background:
- Clear, concise, & relevant
- Bullet points & numbers
- Clear, bold paragraph titles

C Close:
- Next steps & niceties
- Auto-signature

Info-Coaching™ Tool

1. ACCEPT COACHING:
- Thank anyone who provides feedback or coaching
- Don't take it personally
- Seek email feedback from your team on a weekly basis

2. COACH SELF:
- Implement Hamster Revolution Strategies & feedback from colleagues
- Use the tools every day
- Walk the walk

3. COACH OTHERS:
- Make a Top Ten Senders List
- Get them talking
- Share your story
- Catch them emailing something right
- Use the tools to break the ice
- Overcome resistance by envisioning success
- Leave your comfort zone

The COTA® Tool

COTA FOLDER	CONTAINS BUSINESS INFO RELATING TO:
Clients	Your team(s) internal or external clients
Output	Your team(s) products and services
Teams	Your team(s)
Admin	Your non-core-job responsibilities

Get Control!℠

Get Control! of Email™

✔ # COMMITMENTS

☐ Limit unnecessary use of reply to all, distribution lists, and Cc: in order to reduce message volume by 20%. This will save me _____ days each year.

☐ Strengthen the subject and sculpt the body in order to improve message quality by 35%.

☐ Commit to sharing best practices with at least 2 colleagues.

Sign: _____

Date: _____