



Email Overload

Feeling the pressure of all those emails? Updates from companies and your professors, digital flyers and coupons, announcements from your course Moodle page, the list goes on. It can be overwhelming to manage and respond to all this incoming information. Below are some tips and tricks to stay on top of your emails, keep track of important information and dates, and send thoughtful responses.

Managing Incoming Emails

- Review the coupon and flyer emails you receive. If you never use them, unsubscribe. If you need them, perhaps they can be sent to another email address, and save your Uleth account for school related items.
- Try making use of filters with your Uleth account, to automatically send emails from a specific sender to a specific folder. [Gmail Help: Create rules to filter your emails.](#) [Microsoft Support: Manage email messages by using rules.](#) This can assist in determining what emails are most urgent and keeps things organized.
- Schedule in 2, 3 or however many timeslots you need each day to attend to your inbox. It can be less overwhelming to see the new email count growing, when you know you have dedicated time to deal with it.
- Ensure that your when you are checking your inbox, your attention is dedicated to this task. When we are distracted or trying to multi-task, things can slip through the cracks.

Keeping Track of Information & Dates in Emails

- If there are action items in the email, add them to your to-do list. Try to set a deadline for yourself, or schedule in time to complete the action item, then add to your calendar.
- If there is an important date or deadline, add it to your calendar.
- If there is information you think you may reference later, try saving the email as a PDF in a folder dedicated to that course, student service, etc.

Thoughtful Email Responses

- Evaluate if a response is required/ beneficial. If the email is a course announcement from Moodle, it is probably important, but doesn't always need a response.
- It is recommended to respond to University related emails from your Uleth account. Some departments may only communicate via uleth email accounts, and other email accounts may be filtered to Junk by mistake.

- It is important to remember that tone is difficult to read in email, and we never know all the circumstances of the writer/ receiver. Make use of please, thank you, etc.
- It may be helpful to transfer the email you received to a word document and highlight areas that require your response or comment. This will help to ensure that you are providing relevant information, not missing information, and can respond concisely.
- It may also be helpful to type your answer in that word document first as well, to gain the benefits of Microsoft Word's spell and grammar checkers. You can copy and paste into your email once complete.
- Be cautious of the "Reply All". If everyone on the email thread needs to be aware of your response, then make use of this feature. If only the sender needs to be aware, then be sure to click only "Reply".
- If an email requires a response, be sure to choose the "Reply" option, so that the email thread is attached for reference (avoid creating a new email to reply).
- Reserve "high importance" flags for emails with critical information or that are time sensitive.
- Check out the [ALC Encrypting Emails Resources](#) if you are sending confidential or sensitive information/ documents.
- If you are attaching documents to an email, make the recipient aware of this to ensure they check attachments, and can contact you again should you have forgotten to attach.
- It is good practice to request permission of the sender to share an email with others, if it started as a private email exchange.
- Be mindful of prefixes being used (ex: Dr., Mrs., Ms., Mr., etc.).
- Remember that emails can sometimes show your sender/ recipients name in reverse order (last name, first name). Be sure to use the correct name in your response.
- Try making use of bolding, underlining or highlighting as opposed to capitalizing important information.
- Start and end your emails with a salutation (ex: hello, take care, etc.) and perhaps even a kind message (ex: I hope you are doing well).
- If you are feeling emotional (whether that be frustrated, angry, sad, etc.), wait to send or respond to an email.
- Be sure to use an easy to read font type and size.

References

- Email etiquette.* (n.d.). Bishop's University. Retrieved May 12, 2020, from <https://www.ubishops.ca/academic-programs/williams-school-of-business/courses-and-programs/coop/career-resources/email-etiquette/>
- Professional email etiquette.* (n.d.). Tufts University. Retrieved May 12, 2020, from <https://students.tufts.edu/career-center/i-need/network/professional-email-etiquette>