



3 Minute Mentor

Episode 29 Show Notes

Episode 29: Make your email more effective?

Email is a great tool and a great blessing. It can also be a curse.
Here are 5 ideas for better email.

1. Don't use it to do your thinking for you.

- Don't use email to capture all your thoughts and then expect others to summarize.
- Summarize and be precise for the reader. If they want more they will come back to you
- Remember you are looking for impact and action not praise for your writing skills

2. Make any requests clear

- If you want someone to see the to-do, put it at the top
- Add names and dates to your actions

3. Limit emotion of all types

- Humor often doesn't work on email, sarcasm almost always never.
- Keep your emails factual and focused

4. Use the save function not send button.

- If you write emotional or difficult emails, save it don't send it.
- Come back to it in 30 minutes or even a day. Do you still want to send?
- If you find yourself thinking twice, don't send

5. Use the phone

- Today emails can last forever. If you don't want someone else to read it, don't send it
- If it's that important then use the phone or go and see the person

Bottom Line: Email is a great tool for communicating but if used wrongly it can have the opposite effect to the one you were looking for.

