

Tips for Mastering Email Overload

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Limit Your Incoming Email

1. Check your email at most twice daily.
2. Use the \$5 technique to decide what's hot from what's not.
3. For chatterboxes, save up and reply to everything at once.
4. Pick up the phone and call when you're replying for the third time.

Limit Your Outgoing Email

1. Send deferred replies.
2. Jot replies on paper before touching fingers to keyboard.
3. For low-volume writers, reply to one point per message.
4. Send short replies ... or none at all.