Email Management: NINJA TECHNIQUES

Puneet Bhargava, MD
Inbox Count

How Many Messages are in your inbox right now?

• 25?
• 100?
• 500?
• 1000...help!
Workers receive an average of 42 emails per day.

Solutions:
- Training on email productivity.
THE PROBLEM
THE PROBLEM
PICK UP THE PHONE AND MAKE SOMETHING HAPPEN
Prevention vs. Cure
"There is nothing so useless as doing efficiently that which should not be done at all."

- Peter Drucker
Keep things separated
2 Professional Email Accounts

- Professional #1: Work
  - first.last@institution.edu
2 Professional Email Accounts

• Professional #2
  – firstlastmd@gmail.com
2 Personal Email Accounts

• Personal #1
  – somename@gmail.com
2 Personal Email Accounts

- Personal #2
  - mail.asdf007@gmail.com
Email is Just a Medium

Managing Email Means:

- Convert into action items
- Process to Inbox Zero
  - Calendar
  - Task Manager
  - Filing system (other than email)
- 4D’s
Hey, Puneet. I uploaded updated files to your dropbox folder on unusual appearances of hcc. I uploaded an updated word document (labeled v10). I also uploaded a folder labeled "tif files" in the images section of the dropbox folder.
From: JACR <jaacr@acr.org>
Subject: Your JACR Ms. No. JACR-D-14-00041
Date: February 20, 2014 6:52:20 AM PST
To: bhargav@u.washington.edu

Ms. No. JACR-D-14-00041
Lessons from the Happiest Place on Earth
The Journal of the American College of Radiology

Dear Dr. Puneet Bhargava,

This is an interesting, well-written Opinion. My only quibble is with a sentence under the header of Clarifying Objectives. You largely have been talking about hospitals. Saying they are under a fee-for-service system is too simplistic, as the system and incentives are different for in- and outpatients. Please delete ‘fee-for-service.’ Also, please return to the parallel with radiology in your concluding sentences.

Please submit a revised manuscript. Include in a cover letter a list of changes you have made or a rebuttal against each point that is raised when you submit the revised manuscript. We hope to see your revisions by Mar 22, 2014.

To submit a revision, log on to Editorial Manager.

URL: http://ees.elsevier.com/jacr/

If you need help locating your user name and password for Editorial Manager, please contact the JACR Editorial Office at bcolgan@acr.org or 703) 715-4381.

You will find your manuscript under the menu item Submission Needing Revision.

Thank you for working with me to bring your manuscript to publication.

Sincerely,

Bruce Hillman, MD
Editor in Chief
The Journal of the American College of Radiology
Fwd: Your JACR Ms. No. JACR-D-14-00041 #JACR

Begin forwarded message:

From: JACR <jacr@acr.org>
Subject: Your JACR Ms. No. JACR-D-14-00041
Date: February 20, 2014 at 6:52:20 AM PST
To: bharg@u.washington.edu

Ms. No. JACR-D-14-00041
Lessons from the Happiest Place on Earth
The Journal of the American College of Radiology

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You will find your manuscript under the menu item Submission Needing Revision.

Thank you for working with me to bring your manuscript to publication.

Sincerely,
> 2 min? – Make a note on to-do list, or forward to Evernote

≤ 2 min? – Do it NOW

Archive non-actionable emails
I WANT YOU TO STOP GETTING ANNOYING SPAM
Give your mailbox a makeover

What goes into your mailbox? Depends on what you're into. We'll help you start getting the mail you want—and stop getting the mail you don't.
National Do Not Call Registry

Register a Phone Number

Verify a Registration

Submit a Complaint

En Español
1. Who are you?
2. What do you want?
3. Why are you asking me?
4. Why should I do what you are asking?
5. What is the next step?
Email Etiquette

✓ Confidentiality
✓ Often misunderstood
✓ Reflection of you!
✓ DON’T SHOUT
✓ Avoid emotional outbursts
✓ Be concise but not terse
✓ Large email files
✓ Not a real-time medium
✓ Don’t request major projects via email
✓ Signatures
Turn off Notifications!

Don’t let your phone constantly blow up with email, twitter, facebook... notifications. You’ll be in a state of constant distraction.
'Our minds can be hijacked':
the tech insiders who fear a
smartphone dystopia

Google, Twitter and Facebook workers who helped make technology so addictive are disconnecting themselves from the internet. Paul Lewis reports on the Silicon Valley renegades alarmed by a race for human attention.

by Paul Lewis in San Francisco
“How do we consume as much of your time and conscious attention as possible?”

… features such as the “like” button that would give users “a little dopamine hit” to encourage them to upload more content.
“… exactly the kind of thing that a hacker like myself would come up with, because you’re exploiting a vulnerability in human psychology.”
Keep Email Closed
Unless you are acting on it
How Scary Is It To Close Your Email

For hours at a time:

- Nice break!
- Freaks me out but I’ll try
- What if I missed something important?!
- Be realistic about expectations
You need a system

(but, keep it simple)
Pick a strategy

Inbox Zero

Inbox Unlimited
Set Limits
Follow a Process

- Delete
- Delegate
- Respond
- Defer
When you email
Ignore/Hide Inbox
**pur•pose**

/ˈpərpoʊs/  

Noun

The reason for which something is done or created or for which something exists.
When NOT to email

Difficult message
When NOT to email

Complex Discussion
When NOT to email

Nothing to say
When NOT to email

Wouldn’t want others to see it
Multi-tasking
...is a myth
SLOW DOWN

focus

tocal

cle
You have only one brain
Don’t split it up

Forget **Multitasking**
Try **Monotasking**
Achieving Inbox “Nirvana”

Stop living in your inbox!
Turn off push notifications and check for new email 2-3 times/day

Archive old email
Remove old, distracting emails from your inbox

Prioritize your email
Separate actionable email from others

Work through the remaining emails using GTD principles

Celebrate!
Inbox Zero is Not a Perfect System

It’s a state of mind
Tips to manage your inbox

1. Archive old email
   • >3 months or whatever you are comfortable with
   • Store in a separate folder and give it an appropriate title

2. Deal with Spam
   • Sort inbox by sender
   • Use the unsubscribe button at the bottom
   • Send emails to Junk email and add to blocked senders list

3. Triage your Inbox
   • <2-minute task? DO IT NOW!
   • Save attachment and delete
   • Need for future reference? Save in a folder or send to Evernote
   • Add task to calendar or a task manager
   • Delegate
   • If you plan to complete the task in the next 24 hours, leave it in your Inbox
“The way we do small things determines the way we do EVERYTHING.”

- Robin Sharma