EMAIL HYGIENE BEST PRACTICES

1. Adopt a "touch it once" policy on emails:
    a. When you read it, make a decision & either answer it or delete it.
    b. Minimize keeping emails in your inbox and re-reading it each time you check your inbox.

2. Turn OFF automatic notification of new messages.

3. Don't read each email as soon as it comes in. Set aside times during the day when you check them.

4. Respond to emails at certain times of the day instead of responding to emails one at a time. There is absolutely no need to respond immediately to every email you receive.

5. Religiously forward/cc emails to the staff person who works on the client. Teach your clients to contact your staff instead of you.

6. Periodically, but at least monthly, look up your emails to capture previously unrecorded billable time.

7. Your email software should make generous and accurate use of auto-fill when you type in someone's email address. Supplementing this, you should have a client data base that will fill in the email address for you.

8. When in meetings, don't answer email.

9. Create automatic signature.

10. Have a good spam filter.