

22 Strategies to Reduce Email Volume and Improve Communication Flow

Strategy 1: Write clear, concise, complete, compelling email in the MADE Format™.

Strategy 2: Send fewer emails that will generate responses.

Strategy 3: Use Cc & Bc properly.

Strategy 4: Use direct rather than vague language, particularly when asking for action.

Strategy 5: Ask specific questions rather than for “thoughts” or “input” when you need specific answers.

Strategy 6: Place due dates in the subject lines to help readers prioritize responses.

Strategy 7: Reduce your reach to increase your engagement.

Strategy 8: Acknowledge requests so people don't have to send reminders and follow-ups.

Strategy 9: Stop “piling on” with redundant comments. Reply with exceptions or any new ideas.

Strategy 10: Stop “hanging on” with incomplete or meaningless messages.

Strategy 11: Stop using your inbox for your to-do list.

Strategy 12: Change the subject line on long threads when the topic changes.

Strategy 13: Use <EOM> in the subject line so others can decide or delete from the preview window.

Strategy 14: Don't play Aunt Matilda with announcements. Let the owner of the news tell the news.

Strategy 15: Match appropriate software to the task.

Strategy 16: Stop the PR campaigns: self-promotion, pressure, embarrassment.

Strategy 17: Stop the flow of rants, jokes, causes, and whine-arounds.

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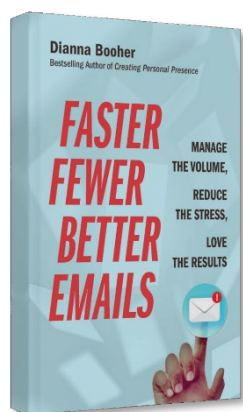
Strategy 18: Get off distribution lists of information you no longer need.

Strategy 19: Filter emails with the word “unsubscribe” into a separate folder to read later or delete.

Strategy 20: Use the 2X2X2 rule to sort and schedule your work.

Strategy 21: Re-sort emails by name of sender after a long absence.

Strategy 22: Beware copyright violations that can create fines and jeopardize your credibility and career.



Learn more ways to manage your inbox in Dianna’s newest book:

Faster, Fewer, Better Emails

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 amazon.com

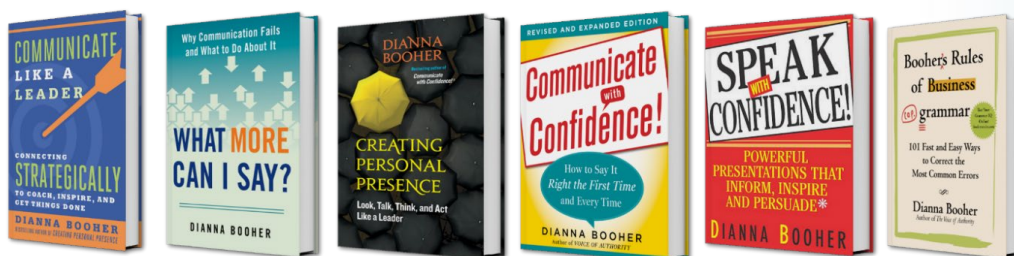
 BARNES & NOBLE

 BOOKS-A-MILLION

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Dianna Booher is the bestselling author of 48 books, published in 61 foreign-language editions. She helps organizations to communicate clearly and leaders to expand their influence by a strong executive presence. She speaks on leadership communication and executive presence. Her latest books include [Communicate Like a Leader](#); [What MORE Can I Say?](#); [Creating Personal Presence](#); and [Communicate With Confidence](#). National media such as *Good Morning America*, *USA Today*, *The Wall Street Journal*, *Investor’s Business Daily*, Bloomberg, Forbes.com, *Fast Company*, FOX, CNN, NPR, *Success*, and *Entrepreneur* have interviewed her for opinions on critical workplace communication issues.



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