



Faster, Fewer, Better Emails

Dianna Booher

1. Our podcast begins discussing first impressions and the impact that email can have in those initial connections with someone. Booher's illustration refers to interacting with a job candidate. What examples have you had as a recipient of an email that left a negative impression of the sender?
2. Booher highlights a few key strategies that can make a quick difference for you to handle email more effectively. Look at your current email habits consider how you are doing on each of these: Don't use your Inbox for a to-do list; Acknowledge email even if you are not fully ready; Turn off alerts - only respond 2-3 times per day.
3. In the interview, the author spends a fair amount of time discussing subject lines and suggests thinking of them in terms of a newspaper headline. Take a look at subject lines you have received and sent recently. How do they stack up?
4. Another suggestion on subject lines is to change them when responding to someone to clarify your message. Do you take time to change a subject line? If not, do you think it could make a difference in your communication to do so? How?
5. Booher shares research on the amount of time people spend looking for documents they want to attach to an email. What is your system for filing documents?
6. The author shares an embarrassing experience where she didn't take basic security precautions and had to cancel her credit card. Share an experience you, or someone you know, have had where you clicked on a link that compromised security. What did you learn from it?
7. What was the most significant idea you gained from this book or the interview with the author? Share with your best practices in handling email with a colleague.

