

A *Get Control!* University Class

Get Control![®] of Email

Workbook



**Reduce Overload | Write Brilliant Email
Prioritize and Declutter**

EMAIL 2/16

We Focus on Your Top Tasks and Technology



Are you struggling in a world of endless email, non-stop meetings, surprise tasks, and lost info?

We built *Get Control!* University (GCU) just for you. GCU training is focused on the frustrating tasks and technology that consume ***the biggest part of your day*** – that’s why 98% of all participants recommend it for all colleagues.

Today, you’ll discover better, smarter, and faster ways to reduce email overload, communicate effectively, and save time processing your messages.

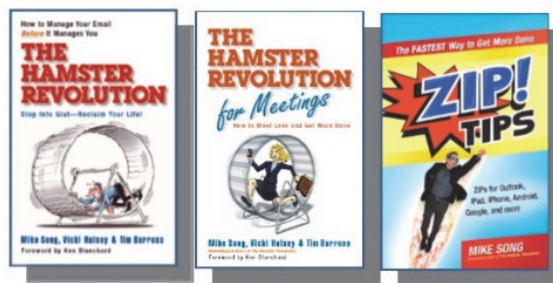
Warm Regards,

Mike Song

Speaker, Author, CEO
ms@getcontrol.net

 mikesong

 getmoredone



Mike Song has reached millions via three best-selling time management books, appearances on Good Morning America, CNN, NPR, and Fox, and successful training engagements with 20% of the Fortune 500. He is CEO of GetControl.net and Dean of *Get Control!* University

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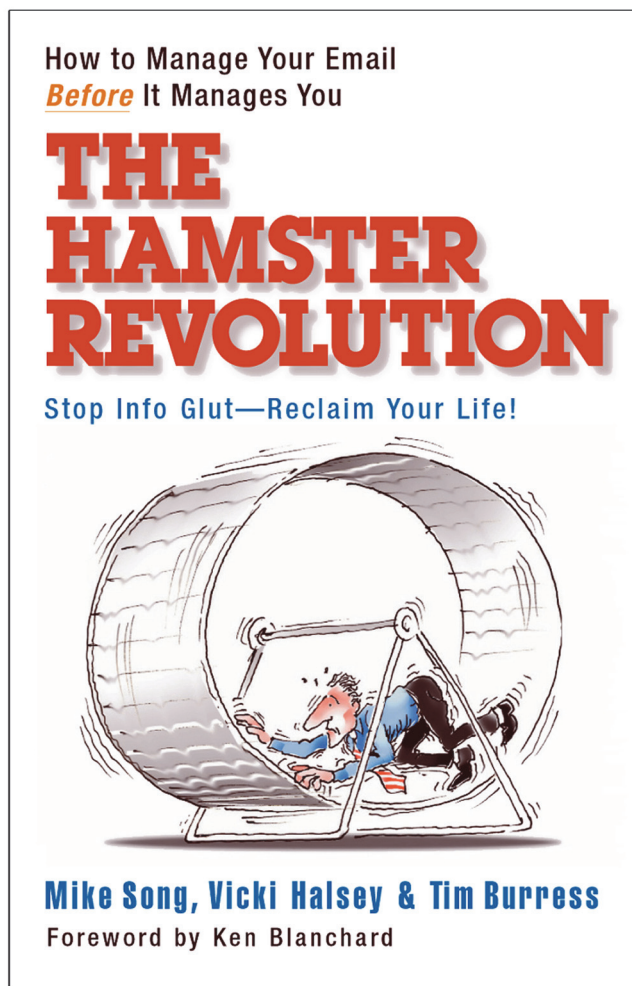
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An Amazon Best-Seller!

SECTION 1: REDUCE EMAIL OVERLOAD

Filter Low Priority Email: Outlook 2003 & 2007 for PC

1. Filter Low Priority Email Senders

- From Outlook inbox – Right click on a low priority email sender
- Select **Create Rule**
- On the left-side of menu– Check the **top box** and the bottom box
- Click **Select Folder** and choose a destination folder > **OK** > **OK** > Check box to **Run Rule for existing email in your inbox**
- If a new folder is needed click **New...** after you click **Select Folder**
- **Suggested Folders:** Low Priority Vendors, Monthly Receipts, Newsletters, Associations, Low Priority Social Media

2. Block Junk Email Senders

- From Outlook inbox – Right click on a low priority email sender
- Select **Junk E-mail** > **Add Sender to Blocked List**
- To edit your list of blocked senders select **Junk E-mail** > **Junk E-mail Options**

3. Disconnect Your Ding

- Click **Tools** > **Options** > **E-mail Options** > **Advanced E-mail Options** > **Uncheck all boxes**
- **Add VIP Senders' Ding:** Right click on email from VIP sender > **Create Rule** > Check top **From** Sender Name box > Check **Play a selected sound** box > Click **Browse** > Click to select a .wav sound file > **Open** > **OK**

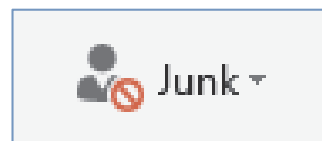
Filter Low Priority Email: Outlook 2010, 2013, 2016 PC

1. Filter Low Priority Email Senders

- From Outlook inbox – Click to highlight a low priority email sender
- Click **Rules > Always Move Messages From:**
- Select destination folder > **OK**
- If needed, click **New** to create a new category folder
- **Suggested Folders:** Low Priority Vendors, Monthly Receipts, Newsletters, Associations, Low Priority Social Media

2. Block Junk Senders

- From Outlook inbox > Highlight a junk email in your inbox > Click **Junk** > Click on **Block Sender**

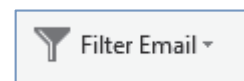


3. Disconnect Your Ding

- **Disable Ding:** Click **File > Options > Mail > Message Arrival** > Uncheck all boxes > **OK**
- **Add VIP Senders Ding:** Right Click on email from VIP sender > Click **Rules > Create Rule >** Check top **From Sender Name** box > Check **Play a selected sound** box > Click **Browse >** Click to select a .wav sound file > **Open > OK**

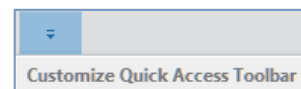
4. Bonus Inbox Filter Ideas

- **Click into Outlook Inbox Search Box** → Use **SEARCH TOOLS** to quickly narrow search
- **Filter Fast** → Click on **Filter Email** icon to rapidly find email that is flagged, has an attachment, etc.



- **Use Quick Access Toolbar to Relocate Useful Tools**

- Click on small triangle again in the upper left corner and select **Show Below the Ribbon**
- Right click on any useful button and click **Add to Quick Access Toolbar**
- Add Quick Access Buttons: Rules, Block Junk Sender, Filter Email, Quick Print, Close All Items, and Search Toolbar buttons like Categorized, Flag, and Close Search X



An army of robots awaits your command!

-- Mike Song

Filter Low Priority Email: Outlook 2011 & 2016 for MAC

1. Filter Low Priority Email Senders

- Make a note of the name of the destination folder
- From Outlook inbox – Highlight a low priority sender and Click **Rules > Move Messages from Sender Name...**
- Type the exact name of the destination folder into the search term box > Click on the folder name when it appears > Click **Choose**
- **Suggested Folders:** Low Priority Vendors, Monthly Receipts, Newsletters, Associations, Low Priority Social Media

2. Block Junk Senders

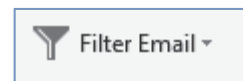
- From Outlook inbox > Highlight a Junk Email > Select **Junk > Block Sender**

3. Disconnect Your Ding and Prioritize VIPs

- **Disable Ding:** Outlook > Preferences > Notifications & Sounds > Uncheck **Display an Alert** and **New message**
- **Prioritize VIP Senders with a Sound:** Highlight sender > Rules > Edit Rules > Check **Play Sound** in lower left box > OK

4. Bonus Inbox Filter Ideas

- **Click into Outlook Inbox Search Box** → Use **SEARCH TOOLS** to quickly narrow search
- **Filter Fast** → Click on **Filter Email** icon to rapidly find email that is flagged, has an attachment, etc.



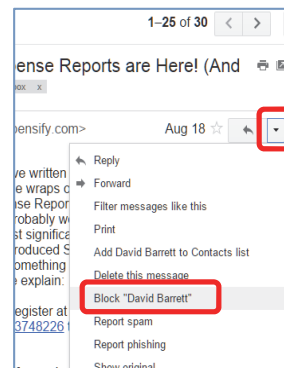
Filter Low Priority Email: Gmail

1. Filter Low Priority Email Senders

- Check the box next to an email from a low priority sender
- Click **More > Create Filter > Check Skip the Inbox and Apply the Label**
- Select **Choose label...** and select an existing folder label
- You can also click on **New Label** to create a new folder category
- Select **Create Filter**

2. Block Junk Senders

- Highlight an email > Click on the **upper right triangle** > Select **Block**



Reinvent you work environment!

-- Mike Song



Filter Low Priority Email: Lotus Notes

1. Filter Low Priority Email Senders

- From Lotus inbox – Highlight low priority sender
- Select **More > Create QuickRule...**
- Check the **When Sender** box > Click **Select**
- Choose an existing email folder or click **Create New Folder...**
- Name folder > **OK > OK**
- **Suggested Folders:** Low Priority Vendors, Monthly Receipts, Newsletters, Associations, Low Priority Social Media

2. Block Junk Senders

- From Lotus inbox – Highlight junk sender
- Select **More > Create QuickRule...**
- Check the **When Sender** box > Click **Select**
- By Step 3 select **Do not accept message > OK**

3. Disconnect Your Ding

- **Click on File > Preferences > User Preferences > Mail**
- Under **When New Mail Arrives** uncheck the box that says **Play a sound** or anything else that would be distracting.

Filter Low Priority Email: Microsoft 365 Web Version

1. Filter Low Priority Email Senders

- Right-click on the email and click **Create rule...** > Click **X** next to **It was sent to and It includes these words**
- Click **Select one...** > Select the destination folder > **OK**

2. Block Junk Senders

- Right-click on the spam email and click **Mark as junk**

Declutter: Clean Up Your Inbox with 4D Process

1. Delete by Sorting Smart

Reverse sort your inbox from oldest to newest to reveal a higher density of easy-to-delete, outdated messages.

Then sort by VIP – these are your top five most important colleagues. Clean up these messages to make sure you don't own important deliverables to key people.

2. Do it Now

Sweep through your inbox completing any task that can be accomplished in 2 minutes or less.

3. Defer It with a Specific Time

If your email contains a task that can't be done right away – defer it to a specific time. See the next page for some excellent ideas for deferring your email tasks to your calendar or to do list. Follow up flags are also excellent tools for deferring tasks to a specific time.

4. Delegate It to a Specific Time

If your email contains a task for someone else, make sure that you delegate the task with clear instructions and a concrete completion date. After clicking **Forward**, make sure you rewrite any confusing elements of the message before hitting **Send** using the A-B-C method discussed in the next section.



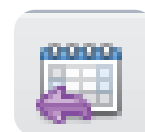
Transform Email Tasks Into Calendar Action Items

1. Outlook for PC – All Desktop Versions + Lotus

These versions allow you to left click, drag and drop an email into your calendar or task lists to transform it instantly into that kind of item. A copy of the email will remain in your inbox. This also works for contacts within Outlook. You can also right-click and drag an email and you will see a number of useful options including copying the email with an attachment.

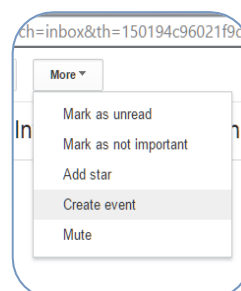
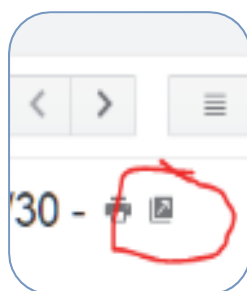
2. Outlook 2011 and 2016 for MAC

Outlook for MAC users can click the event icon inside of an email to instantly transform it into a calendar item in one click.



3. Gmail – Standard Inbox

First, open a Gmail message into the full expanded view by clicking on the Expand arrow as shown. Then click on **More** and then **Create Event** to instantly transform an email into a calendar item.



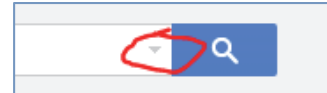
Prioritize: Use the Follow Up Flag

1. Outlook All Desktop Versions

- Click on the **grey flag** icon next to all priority emails > Click on the **master flag** icon in the header area to sort all flagged email to the top of your inbox.
- **Options:** Most Outlook users can also set a customized time and date for the flag to pop up. In most cases just highlight the email and click or right click on the flag icon and select **Custom**.
- **Important:** Outlook users can click into the search bar and then click on the flag icon above to isolate all flagged emails.

2. Gmail

- Click on the star next to an email to prioritize important messages
- Click on the **tiny triangle** in the Search rectangle > **All Mail > Starred**



3. Lotus Notes

- **Follow Up Flag Targets Priorities:** Right click on priority email and select **Quick Flag** > Click on the **flag icon** in the header area so that all flagged emails pop to the top.

4. Microsoft 365 Web Version of Outlook

- Click on the **grey flag** icon on the top right of a closed email or click on the ... at the top of an open email and select **Flag**
- Find all flagged messages by clicking **All** at the top of the inbox > and then **Flagged**.

Prioritize: Use Categories or Labels

1. Outlook 2003 and 2007: Categorize

- **Color Code Key Senders:** From Inbox select **Tools > Organize > Using Colors** > Click on Sender in Inbox > **Assign Color** (Works the same in 2003 but is called Labels)
- **Use Color Categories:** Create Color Categories > Right click next to an email in the Categories Section or click Categories from the inbox view > Select **All Categories** > Click **New** to Create priority categories. Other options are to rename or change the color of your categories.

2. Outlook 2010, 2013, 2016 for PC & 2011, 2016 for MAC: Categorize

- Select **Categorize** from inbox or inside an email > Click **All Categories** or **Edit Categories** > Follow simple prompts to add, edit, or delete categories (MAC users click on the + or – to add or delete while PC users click on the self-explanatory icons like **New, Rename**, etc. > Try to use colors that have symbolic meaning to you.
- **Assign Color Categories:** Open an email > Click **Categorize** > Select Category. You can also right click on any email > Select **Categorize** > Select your color category

3. Prioritize Key Senders via Color Coding

- **Outlook PC Using to Pre-Categorize Key Senders via Color Coding**
 - Click **File > Manage Rules and Alerts** > Click **New Rule**
 - Click **Apply on messages I receive > Next > Check From people**
 - Click link below and add VIP name > **From > OK > Next**
 - Check **Assign to the category** > Select color category > **OK > Finish > Apply > OK**
- **Outlook PC for 2010, 2013 & 2016 Color Code Entire Headline Text for Key Senders**
 - Carefully note exactly how sender's name is listed in the From column > From the Inbox Click **VIEW > View Settings > Conditional Formatting** >
 - Click **Add** > Put name of category in Name: box >
 - Click **font...** and select color >
 - Click **Condition** and add sender's name exactly how listed in the From: column. Additional names must be separated by a comma and a space to exist
 - Click **OK > OK > OK**

- **Outlook MAC 2011 & 2016:**
 - Highlight a key sender in your inbox > Click **Rules > Edit Rules...**
 - Click **+** > Name Your Rule i.e. Supervisor, VIP clients, etc.
 - Under **Do the following** – On bottom left box – Make sure **Set Category** is checked > Click on box to the right and select the category

- **Gmail**
 - Create labels by clicking on the **tag icon** and **Create new**
 - **Auto-Label Important VIP Senders:** Check the box on the email in the inbox > Click **More > Create Filter > Check Apply the Label**
 - Select **Choose label...** and select an existing folder label
 - You can also click on **New Label** to create a new folder category
 - Select **Create Filter**

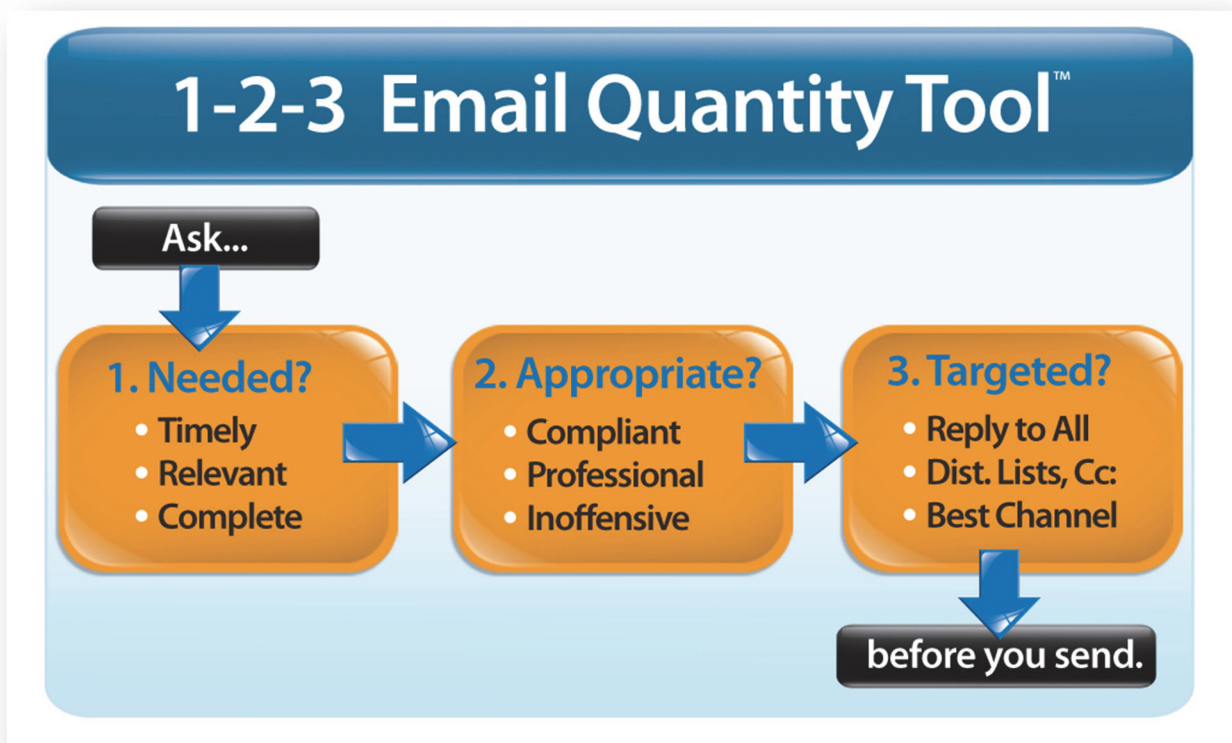
- **Lotus Notes**
 - From Lotus inbox – Select **File > Preferences > Mail > Select Sender Colors >**
 - Enter Email Address and Select **Color**

- **Microsoft 365 Outlook Web Version**
 - Right-click on the email and click **Create rule...** > Click **X** next to **It was sent to** and **It includes these words**
 - Click on the drop down triangle under **Do all of the following** > Select **Mark this message** below > Click **With a category** > Select a category > **OK**



Send Less – Get Less

Reduce incoming email by 10-20% by sending fewer messages. This strategy works even better for text, instant messaging, and social media.



What's the Best Communication Channel?



One Way

Phone

- ___% of business calls answered by voicemail
- Use when vocal inflection is important
- Keep voicemail to 1-2 points – say phone # slowly

Email

- Use for documentation, fast distribution and simple messages
- Not good for long team discussions via reply all, decision-making, emotional or sarcastic messages.

One Way or Two Way?



Two Way

IM | Text | Social Media

- Use for short two way discussions – quick answers
- Not confidential – Manage interrupts by turning off, or setting to *do not disturb*
- Use IM1B: IMportant, < 1 minute, Business related

Live Meetings

- Best for complex, critical, controversial or confusing issues – most costly type of meeting
- Use when being there has meaning for team

SECTION 2: WRITE BRILLIANT EMAIL

What Does Andy Want You to Do?

When the facilitator says, “Read!” begin reading the message below. Raise your hand when you know what Andy wants you to do.

Email

From: Andy

To: Tiger Team Distribution List

Cc: Sales Teams (All Regions)

Subject: One More Thing

Greetings

I wanted to thank you all of your participation in last weeks meetings. It was great seeing you all in sunny Florida. The information that you shared was helpful and it will help us all to better service our customers in the future. In particular, Dara’s insights into the Cray account were really helpful. Her approach serves as a best practice for all of us. I am including the notes and action items for your review. As luck would have it...I need to ask some of you to do one more thing for me. Unfortunately, we need to take a look at our March numbers. We have been hearing that some of the numbers are being reported incorrectly. Other people are finding that the numbers are fine. If we want to get full credit for everything we do, we should jump on this immediately. In fact, we might also want to take a look at the February numbers to see if they also look right. This only applies to the east coast team. West coast numbers appear to be fine. So review the attached documents and let me know if you see any inconsistencies. I am also including some important information from the meeting including Dara’s best practices.

One more thing, we are looking to see if the March widget sales numbers are higher or lower than the February and January widget sales numbers. Generally speaking they should be higher. If your numbers are lower...please call me at your earliest convenience.

Thanks again for all of your help last week. I think we got a lot accomplished in a very short period of time. Despite a somewhat cramped room and...let’s just say, not the best food, we managed to execute like champions.

Andy

What Does Angela Want You to Do?

When the facilitator says, “Read!” begin reading the message below. Raise your hand when you know what Angela wants you to do.

Email

From: Angela Stevens
To: Tiger Team Managers
Cc:
Subject: Action: Please submit your business plan to me by 5PM May 15 EST

Hi Team—Thanks for a great meeting last week!

Action Summary:
Please complete and submit your business plan to me by 5 PM May 15 EST

Background:

- HQ is summarizing all business plans for the annual Q2 presentation to our CEO
- Remember to use specific and measurable goals
- If you need to review the instructions for completing the plan click on link www.mybusinessplan.net
- Use the Report Finder to locate specific metrics for all initiatives

Close:

- Thanks for all of your help on this important initiative
- Call me with questions

Angela Stevens | Regional Manager | Results Now | 203-321-5432 | ast@rnm.com

B _____

L _____

U _____

F _____

The A-B-C Email Quality Tool

Use this tool to write clear, concise, and actionable email that gets fast results.

A-B-C Email Quality Tool™

<div style="background-color: #f4a460; border-radius: 10px; padding: 10px; text-align: center; margin-bottom: 20px;"> <p style="margin: 0;">Strengthen the Subject</p> </div> <div style="background-color: #f4a460; border-radius: 10px; padding: 10px; text-align: center;"> <p style="margin: 0;">Sculpt the Body</p> </div>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #0056b3; padding: 5px;">To: Action Takers</td> </tr> <tr> <td style="border-bottom: 1px solid #0056b3; padding: 5px;">Cc: Stakeholders</td> </tr> <tr> <td style="border-bottom: 1px solid #0056b3; padding: 5px;">Subject: Action: Info: Request: Confirmed: Delivery: Descriptive Title - eom (end of message)</td> </tr> <tr> <td style="padding: 5px;">Attach: Limit & Explain Attachments – Use Links</td> </tr> </table> <p style="margin-top: 10px;">Brief, Warm Greeting</p> <p style="margin-top: 5px;">A Action Summary:</p> <ul style="list-style-type: none"> • Specific action, purpose, & response time • Dig up context <p style="margin-top: 5px;">B Background:</p> <ul style="list-style-type: none"> • Clear, concise, & relevant • Bullet points & numbers • Clear, bold paragraph titles <p style="margin-top: 5px;">C Close:</p> <ul style="list-style-type: none"> • Next steps & niceties • Auto-signature 	To: Action Takers	Cc: Stakeholders	Subject: Action: Info: Request: Confirmed: Delivery: Descriptive Title - eom (end of message)	Attach: Limit & Explain Attachments – Use Links
To: Action Takers					
Cc: Stakeholders					
Subject: Action: Info: Request: Confirmed: Delivery: Descriptive Title - eom (end of message)					
Attach: Limit & Explain Attachments – Use Links					



In many ways, email is the single biggest process that occurs in any organization. It's the number one communication channel and it represents a huge chunk of an organization's knowledge base. The A-B-C approach is designed to improve the very, broken process of e-communications like a six sigma, TQM, or LEAN improvement project.

Explanation of A-B-C Email Quality Tool

Strengthen the Subject

Power up every message with one word categories like Action: Info: and Request: in order to communicate in a *nanosecond*. Use descriptive titles in the subject line that reference concrete events, documents, people, times, and places.

Sculpt the Body

A brief, warm greeting consists of a single greeting sentence at the top of your message. Use a salutation like "Hi" in the United States or "Dear" in Europe and Asia. Use your recipient's first name and then a positive word such as "Thanks for the great presentation last week".

The A-B-C Structure

Action Summary: Use one to two sentences that summarize your key point or action. The key is to move the main point to the top of your message because people don't read email — they scan it.

Include a response time whenever possible. Dig up the context by avoiding vague phrases like "Sounds good". Instead, be specific such as, "Confirmed: I'll attend the executive meeting on April 12".

Background: Bullet points and numbers provide easy-reading and clearly define each point you are trying to make. Use bold paragraph headings followed by a colon to let readers know the contents of each section up front without reading every word.

Concise Close: Place next steps and niceties at the end. This is where you can add some chit-chat if needed. Ending with a clear auto-signature builds context for your recipients. It tells them who you are and what you do.

Is Ted Going to the Meetings?

Read the message below and let the facilitator know if you think Ted is going to the meetings.

Email

From: Ted
To: John
Cc:
Subject: Re: Can you attend Sales and Marketing meetings?
Attach:

That's close. No problem...I'm in!

From: John
To: Ted
Subject: Re: Re: Can you attend Sales and Marketing meetings?
Building 5 Conference Room C...right by your office...hope you can make it...

From: Ted
To: John
Subject: Re: Can you attend Sales and Marketing meetings?
I agree it's important but I think I have a conflict on 4/6. Where is the marketing meeting being held?

From: John
To: Ted
Subject: Can you attend Sales and Marketing meetings?
Hi Ted -
We were hoping you or someone from R&D could drop in on the upcoming marketing meeting (4/5 9AM) and sales (4/6 9AM) meetings to provide critical input from R&D. The widget launch is just 30 days away and everyone needs to review the product specifications.

Effective A-B-C Email Writing Exercise

Write a brilliant email now! Remember, every word you write requires time and energy for your recipient.

Subject Line: (Use a 1 Word Category)

_____:

Action Summary (1 Sentence That Summarizes Your Purpose)

Background: (Use Bullet Points to Chunk Your Message):

> _____

> _____

> _____

Concise Close: (The Less You Say – The More They Hear)

Thank you,

Create A-B-C Emails via Smart Phone Dictation

You can create an A-B-C email via the dictation feature on most smart phones. Click on the microphone next to the spacebar and try speaking the words in parenthesis into your phone. Click **Done** when you are through with each section.



1. Speak Your Punctuation

- I am fine (period)
- I am fine (question mark)
- I am fine (exclamation point)
- I have some concerns (comma) but I'll approve it (period)

2. Use Your Colon!

- Action (colon) Send me your business plan by April 1st (period)
- Request (colon) Please let me know if we can speak at 3PM today (period)

3. Add Line Spaces

- I am fine (period) (new paragraph) How are you (question mark)

4. Go to Next Line

- I am fine (period) (new line) How are you (question mark)

5. Go to Next Line

- Action (colon) Send me your business plan by April 1st (period)
- Request (colon) Please let me know if we can speak at 3PM today (period)

6. Add Bullet Points

- (dash dash) Please bring the LCD projector (period)
- (dash dash) I will bring the donuts (exclamation point) (smiley face)

7. Add Spaces Within a Line or Number

- 15 (spacebar) 10 (spacebar) 14 (spacebar) is the date (period)

Write Brilliant Email: Outlook 2003 & 2007 for PC

1. Amazing AutoCorrect

- Click **Tools > Options > Spelling > Spelling and AutoCorrection**
- Click **AutoCorrect Options** > See the Trigger Page
- Place your shorter trigger phrase below **Replace:**
 - The trigger phrase should be 2-3 characters and lower case
- Place your longer phrase below **With: > Add > OK**
- To use, type the trigger phrase and hit the spacebar

2. Quick Parts: Easy Templates that Save Time and Boost Consistency

- Highlight any frequently used text, graphic, or snippet within an Outlook e-mail or Word document
- Click on **Insert > Quick Parts > Save Selection**
- Name your selection and click **OK**
- To retrieve: Click your mouse where you want to place the Quick Part inside your e-mail or document
- Click on **Insert > Quick Parts** and a drop-down menu will show all the Quick Parts you stored
- Click on your item to instantly paste it into your e-mail or document
- To delete or edit a Quick Part, click on **Insert > Quick Parts**, right-click on any item and then select **Organize and Delete**

3. Delay Send by 1-2 Minutes – The Career Saver

- Click on **Tools > Rules and Alerts > Email Rules > New Rule**
- Select **Check Messages After Sending**
- Tap **Next > Next > Yes**
- Check **defer delivery by a number of minutes**
- Set minutes to 1-2 minutes > **Finish**

Write Brilliant Email: Outlook 2010, 2013, & 2016 for PC

1. Amazing AutoCorrect

- Click on **File > Options > Mail > Spelling and Autocorrect**
- Click **AutoCorrect Options** > See the Trigger Page
- Place your shorter trigger phrase below **Replace:**
 - The trigger phrase should be 2-3 characters and lower case
- Place your longer phrase below **With: > Add > OK**
- To use, type the trigger phrase and hit the spacebar

2. Quick Parts: Easy Templates that Save Time and Boost Consistency

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- Click on **Insert > Quick Parts > Save Selection**
- Name your selection and click **OK**
- To retrieve: Click your mouse where you want to place the Quick Part inside your e-mail or document
- Click on **Insert > Quick Parts** and a drop-down menu will show all the Quick Parts you stored
- Click on your item to instantly paste it into your e-mail or document
- To delete or edit a Quick Part, click on **Insert > Quick Parts**, right-click on any item and then select **Organize and Delete**

3. Delay Send by 2 Minutes – The Career Saver

- Click **File > Manage Rules and Alerts > New Rule**
- Select **Apply rule on messages I send**
- Tap **Next > Next > Yes**
- Check **defer delivery by a number of minutes**
- Set minutes to 1-2 minutes > **Finish > OK**

Do what matters most, first.

-- Mike Song

Write Brilliant Email: Outlook 2011 & 2016 for MAC

1. Amazing AutoCorrect

- Click on **System Preferences > Keyboard > Text**
- Click **+** > Type a short trigger phrase in the **Replace** box and longer phrase in the **With** box and make sure you quickly click **Enter**
- Trigger your AutoCorrect by typing the short phrase followed by a space

2. Quick Parts: Easy Templates that Save Time and Boost Consistency

- Highlight the snippet you want to replicate and hit **command + C** (Copy)
- Click on **Signature > Edit Signatures > +**
- Click on the word **Untitled** and name your template
- Place your mouse in the signature box and hit **Command + V** (Paste)
- Now test your template > Open an email > Place your mouse in the body of the email
- Click on **Signatures** > Click on your new template and watch it pop into your document



Write Brilliant Email: Gmail

1. Amazing AutoCorrect: Chrome Users – Try ezAutoCorrect App

- Make sure it is OK with IT to use Chrome browser and to download this App
- Go to **Chrome Browser** > Click on **3 line symbol** in upper right corner
- Click **Settings** > **Extensions** > **Get more extensions**
- Search for ezAutoCorrect > Download App Extension
- To use tap on **3 line symbol** > **Settings** > **Extensions**
- Under ezAutoCorrect > **Options**
- Place short, trigger phrase under **Typo:** and longer phrase under **Replace with:** > Make sure you click **Save** before exiting
- To use, Relaunch Chrome and Gmail > Type the trigger phrase followed by a space

2. Canned Responses: Easy Templates that Save Time and Boost Consistency

- From Gmail > Select **Gear** > **Settings** > **Labs** > **Enable Canned Responses**
- Enter formatted text in new email and click the small triangle on lower right > Select **Canned responses** > Click **New canned response** > Create name that will also be subject line > **OK**
- To use -- open a new email > Click on small triangle in lower right > **Canned Responses**
- Select the template you created under **Insert** > It will pop into your email
- Edit Template > **Send**
- Other options allow you to edit and delete Canned Responses

3. Delayed Delivery – The Career Saver

- Tap on **Gear** > **Settings** > **Labs** > **Enable Undo Send**
- Now when you send a message you have thirty seconds to stop it by clicking **Undo**

The newest task is usually not the most important or urgent!

-- Mike Song

Write Brilliant Email: Lotus Notes for PC

1. Using Tools and Preferences

- Select **File > Preferences > Mail > Accessing and Delegation > Mail**
- Check **Spell check** box > Check **Warn me about blank message subjects**
- Check **Signature** > Create professional looking auto-signature > Check **Automatically append a signature box**

2. Stationary: Easy Templates Save Time and Boost Consistency

- Select **Tools > Stationary > Message**
- Create template and hit **Save**
- Name the template and click **OK**
- To use – go to **Tools > Stationary** and double click on template
- You can also click and drag a template into the Calendar to create a meeting

Write Brilliant Email: Microsoft 365 Web Version

1. My Templates

- Open a new email and highlight the snippet you want to replicate and hit **command + C** (Copy)
- Click on **Add-ins > My Templates** > Scroll to the bottom of your templates > **+ Template**
- Name your template > Place your mouse in the rectangle and hit **Control + V** (Paste)
- Click **Save**
- **To use your template:** Open an email and place your mouse cursor where you want the template to go > Click **Add-ins** > Click on the **template** you need and it will pop into your email

Activate your technology robots – and you won't have to work so hard!

-- Mike Song

Bonus iPad and iPhone Tips

1. Pop to the Top

- Rapidly return to the top of your inbox, an email, web page, Twitter, Settings, etc.
- Tap right above the clock where the grey line meets the black area
- How many Apps can you find where this works?
- Where could you use this feature?

2. Type Long Phrases in a Flash with Text Replacement

- Tap on **Settings > General > Keyboard > Text Replacement** > Tap the + sign
- Place the longer phrase next to **Phrase**
- Place your trigger phrase next to **Shortcut**
- Note: You can also add words that the iDevice commonly misspells without a trigger phrase

3. Shake Shake to Undo

- Shake your iDevice back and forth to trigger Undo function
- This is great for recreating a message with dictation errors

4. Space Space to Type All Periods Faster

- Hit Space bar twice for ALL periods
- This inserts the period, two spaces and capitalizes the first letter of the next sentence
- To enable this feature: **Settings > General > Keyboard > "." Shortcut > On**

5. iPhone Slide

- To quickly enter punctuation tap **and hold** the 123 key
- Keeping your finger on the screen, slide to any punctuation or symbol
- Release finger and keyboard returns to letters in a flash
- Example: Try typing: I ran a 5k road race

6. Magnify for Precision Editing

- Press and hold over text you need to edit until magnifying glass appears > Slide the cursor to the exact digit you need to fix

SECTION 3: SHARE INSIGHTS WITH OTHERS

List the three most useful insights from the class

1. _____
2. _____
3. _____



List 3 colleagues that you can help

1. _____
2. _____
3. _____



Quick Survey

Please fill in the most appropriate response below:

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
The seminar provided valuable info I can use on the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned new and useful ideas that will boost my productivity and performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this seminar to all colleagues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presenter was professional, helpful and well prepared.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This seminar will help me save 20 minutes a day or more.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I would give this seminar an overall rating of: (check below)

(***) Excellent**
 (**) Good**
 (*) Average**
 () Fair**
 (*) Poor

Your opinion matters! Place additional comments on the back of this survey.

-
- Yes! Please send me a free monthly email, smartphone, or meeting Zip! Tip.**
 - Yes! I'd like more info on team training or e-learning.**

Name: _____

Email Address: _____

Feedback on Class

Please let us know what you liked most and least! Please share any feedback on how we can improve the module or help the facilitator do an even better job.

Notes

The best time management strategy is to focus on the tasks that consume the most time!

-- Mike Song

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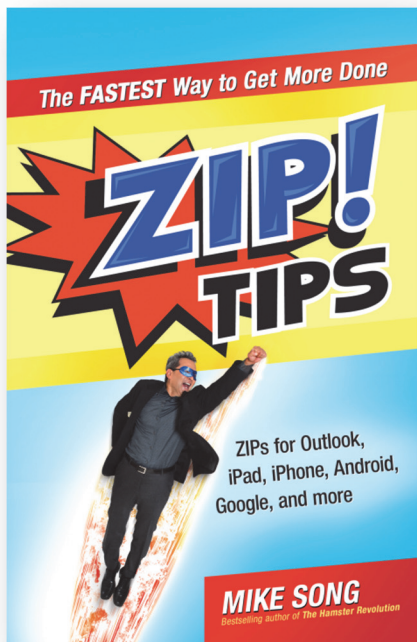
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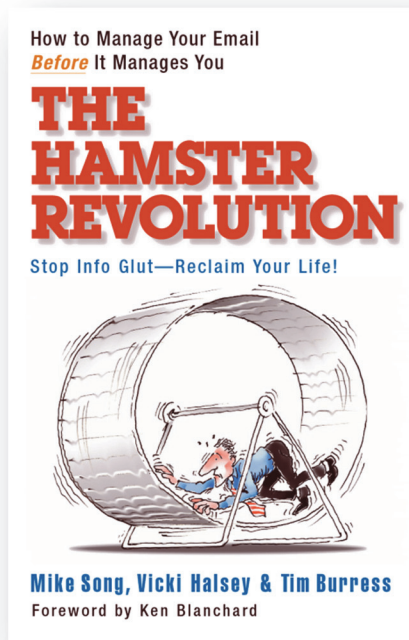
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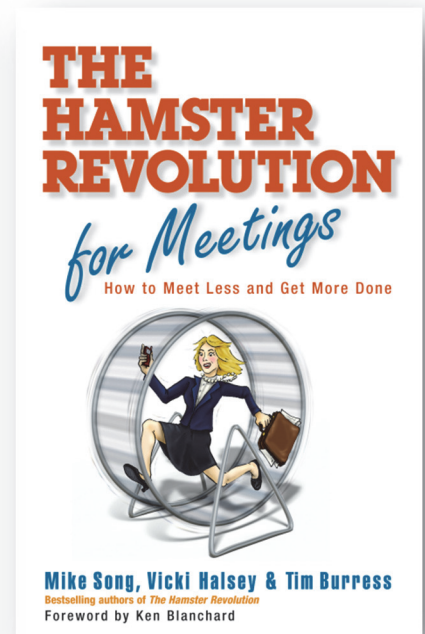
Technology



Email



Meetings



- ✓ “The new way to get more done!”
-Ken Blanchard, Co-author, *The One Minute Manager*®
- ✓ “Brilliant, funny, and extremely effective!”
-Paul Ruane, Dir. of Learning and Development, Schering Plough

Item # EMAIL 2/16