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Regaining Control of Your Email

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ACC 2016 Conference Proposal

Presenters Gian Pagnucci and Ethan Krase

Description of the Session:

A recent report from the Radicati Group, a market research firm out of Palo Alto, CA, found that in the business world the average person handles 125 email messages each day. While this is certainly a high number, most chairpersons would consider 125 to be a rather light day. With an eye towards increasing productivity and reducing stress levels, this session offers concrete strategies for processing all of the email that regularly comes to a chair's inbox.

Description of the Problem

Academic chairpersons can easily be overwhelmed by the volume of email they receive. Moreover, the variety of issues, stakeholders, data, and responsibilities involved make it challenging for chairs to process efficiently. As a result, many chairs become bogged down with overstuffed inboxes and must devote time they do not have to wading through the ever-growing volume. This burden creates stress makes it difficult for chairs to devote time to matters that are more critical the department's overall mission.

Session Relevance to Chairpersons

Academic chairpersons probably have the busiest job at any university. And the list of job responsibilities seems to grow longer every year. To handle all of those tasks and the stress that comes with them, chairs need to become effective time and task managers. One key element of successful chairing is effective email management.

Presentation Focus

This session will discuss Systematic Email Management, a comprehensive approach to processing, writing, and archiving email. The presenters address the following: email response strategies, issues of voice and tone, file storage systems, and email time management techniques. The presenters also address how to get a fresh start for those whose email inboxes are seemingly beyond help.

Recommendations

The presenters will provide a brief overview of Systematic Email Management, providing concrete examples of common email problems and their solutions. These techniques have been developed over the course of the presenters' ten combined years as academic chairs.

Interactive Activities and Audience Engagement

The presenters will take attendees through a series of hands-on exercises that will cover:

- Email voice and tone development
- Personal email organization scheme creation

For each interactive activity, audience members will be given an exercise to work through individually. Small groups will then discuss these results and report back to the full session audience. The presenters will then use these real world examples to illustrate how email management strategies can be used to help chairs gain control of their workflow.