

# 3 Email Game Changers



1. Defer Delivery by 1 Minute

2. Conversation View

3. Controlling Email Notifications

## 1 Defer Delivery when sending email

We've all done it. Just seconds after pressing send on an email, we realize we forgot to attach a document or include something in the body of the email. So now we become "that" person – the one who sends multiple emails with the originally requested information.

In Outlook there's a great little feature called Defer Delivery, which allows for outgoing email to be held briefly in the Outbox, allowing you time to remember anything you may have overlooked in the original email.

Here are the steps to take in getting this feature turned on in Outlook:

- ▶ While in the Inbox, click on **RULES** in the ribbon.
- ▶ Next, click on **Manage Rules and Alerts > New Rule > Apply rule on Messages I Send > Next**
- ▶ On the next screen, do not choose any other options. Just click Next. You'll be prompted if you want the rule applied to every message, so just click **Yes**.
- ▶ Next click the box in front of **Defer Delivery for a number of minutes >** In the **Step 2** box, click on **Number of Minutes** and then enter your desired minutes. > **Next**
- ▶ If there will be exceptions you want applied, the next screen allows for it. Otherwise, don't check anything and click **Next**.
- ▶ In the next box, name your rule. I suggest you simply call it Defer Delivery by X minutes.
- ▶ Step 2: Click on the box labeled **Turn on this rule**
- ▶ Then click **Finish**.

So how does this work once you realize you've forgotten something? Well, if you're within the grace period of time (in my case, it's one minute), you simply go back to your Outbox and reopen the email. Make the necessary changes and then press Send again. Now your grace period starts over again.

*"Clutter is a result of delayed decisions."*

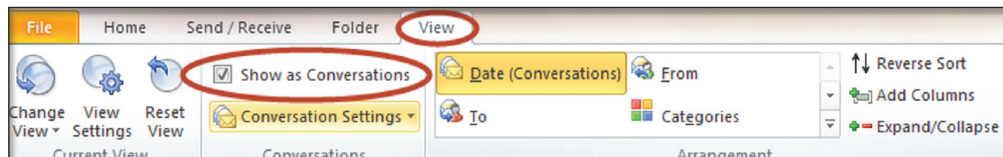
– Audrey Thomas a.k.a. Organized Audrey

## 2 Group your email by Conversation

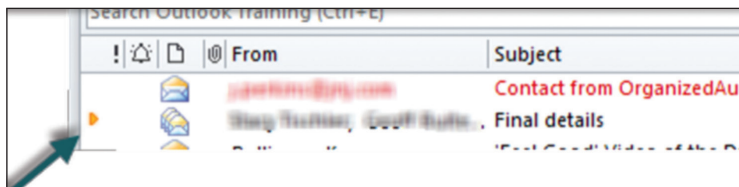
We've all had those times when we wish we could arrange our emails in a way so that all of the conversations on one topic from someone or a group of people would be all together.

Starting with Outlook 2010, you can do just that. It's called Conversation View. Here are the steps to turn this feature on with just a few clicks.

- ▶ Have your Inbox showing. On the ribbon, click on the View Tab > Conversations Group > Click **Show As Conversations**
- ▶ Conversation Settings > Choose All Folders or Just This Folder



Once you turn this feature on, you'll note a tiny triangle icon in the left column of your Inbox. This indicates that there is more than one email for this Conversation. Just hover over this small triangle until it turns a gold color and then click/double click to see all of the emails.



Some people prefer to have Conversations View turned on all the time; others use it as a tool when they are looking for something specific.

**Please note:** If, at any time, you change the subject line, Conversations View is smart enough to remember the original subject line and will revert back to it when this feature is turned on.

## 3 Putting the nagging toddler in the playpen

Like a toddler who whines for your attention, email notification sounds and symbols are constantly interrupting your focus and attention. They come in the form of flashing icons, chimes/beeps or those obnoxious balloons in the lower right hand corner of your screen.

70% of email alerts get a response within six seconds, which is faster than letting your phone ring 3 times. Yikes! It's time to put an end to these interruptions so you can keep your focus on completing other projects and be in the driver's seat when it comes to checking email.

Here's how to shut these alerts off in Outlook 2010/2013:

- ▶ Click the File tab > Options > Mail
- ▶ Next, look for the section header **Message Arrival**. Uncheck all the options in this section before clicking **OK**.

**70%** of email alerts get a response within six seconds, which is faster than letting your phone ring 3 times.

— Loughborough University

*According to a Kings College study in London, England, a person's IQ drops 10 points after multi-tasking but only 4 points after smoking marijuana!*