

How to Manage Communication to Reduce Your (and Others') Inbox

- Schedule calls instead of engaging in email exchanges when the topic is complex, requires back and forth information sharing, and/or when the email exchange does not have an end in sight
- Instead of copying (CC address line) others on an email, consider including them or moving them to the blind copy (BCC) address line. This will help ensure this individual is aware of the message but spares their inbox from future replies. Some Chaffey team members use the statement below in their emails to make this effort clear: *“(Name), I am moving you to the BCC line to spare your inbox.”*
- Handling a task and getting ready to email about it? Consider what you need to know about the task and try to include all related questions in a single message in a bulleted format.
- Tempted to email someone to ask about a process? Consider whether this information already exists somewhere that you can access and flex your resourceful and investigative muscles.