REVOLUTIONISE YOUR INBOX
with Steuart Snooks

Top 10 Benefits for Individuals

1. **Set up Calendar as default view when opening Outlook each day**
Start the day with bigger picture perspective and shift working paradigm from being inbox-based, interruption-driven and reactive to one that is calendar-based, plan-driven and proactive.

2. **Open the inbox in its own separate window**
Instead of replacing the calendar with the inbox, this allows you to view the Calendar on one screen and Inbox on a second screen (as many of the decisions about an email entail referring to the Calendar)

3. **Schedule specific times of the day to process email**
Allows you to be proactive rather than reactive in managing email, in a structured rather than unstructured way and with full rather than partial attention.

4. **Turn off all email alerts (with exceptions from selected people)**
Allows you to minimize interruptions and distractions from email and do more 'single-tasking' rather than 'multi-tasking' with greater focus to achieve improved productivity, effectiveness and results.

5. **Use the proven 4D methodology to handle each email only once**
A reliable, repeatable and consistent system for processing email that allows you to feel better organised and more in control of the inbox with less stress, overwhelm and worry about missing important items

6. **Set up the Triage View of the inbox**
This allows you look at each email only once and capture the results of the thinking and decision-making in a way that stores WHAT you need, where you need it and only bring it back to your attention WHEN only you actually need it. This minimises the continual scrolling up and down the inbox, cherry-picking which emails to action and the constant re-reading and re-analysing of emails. Frees up an enormous amount of headspace from trying to constantly prioritise and keep track of everything that needs to be done.

7. **Convert email tasks into new calendar items**
The master skill for managing workload. This allows you to focus on one task at a time without the visual distraction of a busy looking inbox. Use the Calendar to manage your workload, timeframes and commitments (rather than the inbox or your memory). Multiple emails can be added to a Calendar item to capture what you need, stored where you need until when you need it – no need to search for multiple emails scattered throughout the mailbox.

8. **Use Categories (ie: colours) for both Inbox and Calendar**
Allows identification of workflow trends and patterns so you can batch similar tasks and themes for each day/week. Using colour categories for email (added both manually and automatically) allows email to be stored in a single folder location but with increased findability using multiple colours (ie: as tags or labels).

9. **Simplify and reorganize email folder structure**
Eliminate scrolling up and down a complex hierarchy of folders and sub folders and sub, sub folders. Allows for 5 times quicker filing and 3 times quicker retrieval of email with enhanced use of the Search functionality to achieve better and quicker results.

10. **Harness Outlook tools to speed up email processing and replies**
The bottleneck for email productivity is typing speed. So many words, phrases, sentences, paragraphs and multi-step actions can be captured for re-use time and time again with just 1 or 2 keystrokes or mouse clicks, saving an extraordinary amount of time and effort.

"My top 3 would be working in the triage view (my inbox is finally organised after 2 years of chaos), working in calendar mode rather than inbox mode and scheduling times to check emails rather than spending all day "trapped" in my inbox."

Kylie Page | Frasers Property

Outcomes for your organisation

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How your HR/ Learning & Development Manager will benefit:

- ✓ This training delivers tangible benefits back to the business
- ✓ Eliminates a major cause of employee frustration, dissatisfaction, stress and 'burnout'
- ✓ Reduces a major factor in executive burnout (ie: extended hours dealing with emails)
- ✓ Delivers a significant and measurable return on investment (ROI of approx. 20:1)
- ✓ Negates 'training resistance' (there is an immediate benefit for each participant)
- ✓ Effects cultural change (without flagging it as a 'cultural change' program)
- ✓ Presents a broad-based training opportunity (which can be customised)
- ✓ Can be implemented immediately (and/or as the opportunity presents itself)
- ✓ Can be built into an employee's personal development plan (PDP)
- ✓ Increases employee capacity, morale, self-esteem and well-being

How your Chief Information Officer/IT Manager will benefit:

- ✓ Reduces the volume of email traffic
- ✓ Reduces volume of e-mail stored unnecessarily (due to slow/unprocessed messages)
- ✓ Reduces the volume of body text in each email message
- ✓ Reduces the volume and size of email attachments
- ✓ Reduces the load on the printers and printer servers
- ✓ Quickly identifies the emails that need to be filed/archived/deleted

How your Chief Operating Officer will benefit:

- ✓ Helps to creates a uniform and measurable standard for email use
- ✓ Creates a more productive and focused workplace with fewer interruptions
- ✓ Reduces corporate liability around loss and misuse of email
- ✓ Limits the hidden cost of an unmanaged, unrestricted email culture
- ✓ Provides opportunity to measure and manage a powerful & ubiquitous business tool
- ✓ Frees up time, energy and headspace for higher order thinking, tasks, projects, sales etc

How your Chief Financial Officer will benefit:

- ✓ Improves use of corporate IT resources
- ✓ Reduces hidden costs (over 30% of employees' time is spent on unnecessary email)
- ✓ Saves 18-25% of salary cost
- ✓ Encourages improved productivity and performance from each employee
- ✓ Provides a 'target' for cost reduction, and a structured format by which to achieve it

"I came to this course for what I like to call 'email rehab'. My inbox was out of control, and I was paralysed by the enormity of dealing with it. Steuart provides practical information that you can implement on the spot, and evidence that encouraged me to change some longstanding bad email and filing habits. The cumulative effect is that this course has fundamentally changed the way I, and my team, work. There is increased clarity around who is responsible, what next action is required, and the timeframes for completing tasks. The increased efficiency has freed up so much time in our workday. Another unexpected benefit is the ability to do 'deep work' that requires focus and concentration. As someone who was very time poor and drowning in emails, I can't recommend this course enough."

Ellen Piper | Commonwealth Superannuation Corporation

"My inbox was out of control and I had been searching for a way to tame it. The strategies I have tried in the past never stuck and usually my inbox went back to chaos mode pretty quickly. With Revolutionise Your Inbox I learnt a system that improves my productivity, enhances professional communication and reduces the stress on inbox chaos. I have moved from inbox chaos to managing an essential aspect of work communication, email, consistently and well."

Judi Stanton | Department of Education and Training

"This has given my Manager and I a cohesive, time saving 'triage' email system that we both have confidence in. After more than 20 I thought I was using my time in the most effective way, however this has shown me an alternative that I cannot now live without."

Melissa Roche | Community Wellbeing | Knox City Council