the

Inbox Overhaul

WORKBOOK

THE PRINCIPAL CENTER

Introduction

- What doesn't work for leaders?
    - "_____" email constantly
    - Replying _____
    - Keeping emails as a reminder to do work
    - Inbox _____
    - Organizing emails into _____
- If you're doing these things, it's causing _____.
- Inbox _____ Is Normal
- The #1 cause of inbox overwhelm is the false belief that every email needs to be _____ while it's _____, then moved into a specific _____.

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Leadership & Email

- Leaders face a distinct challenge with email: _____.
- The _____ Problem
    1. Accountable to multiple _____ groups
    2. Anyone in the world can _____ you, but there's only one of you.
    3. An email that takes _____ to send may create _____ of work for you.
- Level the Playing Field with _____
    - _____ the issue briefly: "Thank you for sharing this with me."
    - Route it to an _____: "We will discuss this at our next leadership team meeting."
    - Ask for _____: "Can you check back with me?"
- It's _____ and _____ for companies to email you without permission, but...
- If you unsubscribe, _____.
- Most principals are on _____.
- Don't mark as spam—_____

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Email's Properties

- Email is merely a tool for _____.
- A large portion of your work may arrive as email, but email is just the _____.
- Processing email is a _____ from doing the work.
- Work that arrives via email doesn't necessarily have to be done _____.
- What Email Isn't:
    - Your daily _____.
    - Your dashboard of _____.
    - Your organization's _____.
    - Your _____.
- Email Is A _____.
- Compared to being interrupted in person or via a two-way radio, email gives us a ton of _____
- Email was designed to be:
    - _____.
    - _____.
    - _____.
    - _____.

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Email's Properties

- An inbox is designed to collect asynchronous communication without _____ _____.
- A stream provides _____ by interrupting you (e.g. two-way radio).
- As a leader subject to asymmetry, you must protect yourself from stream-based interruptions by _____.
- Limit access to _____ streams, e.g. only _____ can call on 2-way radio.
- Ask people who interrupt you for _____ to use an existing inbox.
- Dramatically reduce _____.
- Be _____ about email—follow through.
- If you're _____ in _____ on "inbox" communication, people won't need to _____ you.

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Get & Stay Current

- Current" doesn't mean all your work is _____. It means you've reviewed everything and made an initial _____.
- The inbox is for _____ messages, not _____ work.
- No emails belong in your inbox _____.
- Emails pile up when we use the inbox instead of _____.
- Process everything _____ per day.
- _____ from mailing lists.
- Archive messages (don't _____).
- _____ is a decision you may ponder too long.
- Storage space is nearly free—_____.
- If you can't make a decision now, just decide when you'll make a decision _____ _____.
- If you can't do the work now, _____ it.
- Add to _____ and/or _____.
- The _____ Rule:
- Don't get bogged down while processing your inbox—this is _____, not _____

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Get & Stay Current

- Less than two minutes? Do _____.
- More than two minutes? _____ or _____.
- Set a timer and make ____ decision about each email:
    - Delete (_____).
    - Delegate (_____).
    - Defer (_____).
    - Do (_____).
- Decision-making is the _____ aspect of handling email.
- Even _____ like "Which folder?" consume mental energy.
- Every "_____" decision you make now creates a potential "_____ _____" decision in the future.
- It's not necessary to decide where to file emails—simply _____.
- Use _____ to find what you need.
- Use labels or folders _____.

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Mobile vs. Computer

- Email is designed to be _____—not to create an _____.
- If you check email at specific times of day, there's no need to get an _____ _____ every time you receive an email
- Notifications with _____ or _____ are especially distracting.
- Many emails are just _____ or _____.
- Use _____ to cut through the clutter.
- Most of the time, answering email on your _____ simply _____ the best use of time.
- Text messages can be great for _____ answers.
- Generally, minimize professional _____.
- Don't accept obligations via text—insist on _____.

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Timeshifting Email

- Because email is _____, we need a way to handle emails that arrive before we're ready to deal with them:
    - Without _____ forever.
    - Without letting them _____.
- The goal of _____ is to _____ an email to a specific time when you can better deal with it.
- Don't let yourself put off _____ decisions, or the problem will get worse every day—_____ create additional clutter.
- _____ if you're repeatedly snoozing an email.

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The Right Tools

- Email shouldn't _____.
- Email works best when its role is limited to what it does best. For _____ _____, you'll need other key tools.
- Email isn't for keeping track of tasks—it's for _____.
- _____ rule.
- Move _____ tasks to dedicated app.
- Consider _____ on calendar.
- _____ the email so you can read/reply.
- The Ultimate Collaboration Tool: _____.
- The #2 Collaboration Tool: _____.
- Email is mostly about _____, not technology.
- Others will _____ to the expectations you set and model.
- _____ allows us to be effective.
- _____ allow us to be efficient.
- _____ allow us to be consistent.
- Use email for _____, not everything.
- Address the _____ you face as a leader.

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The Right Tools

- Get & stay _____.
- Use your _____ judiciously.
- _____ as needed.
- Use the right _____.
- Stop "_____" email and start _____ email.
- Empty your inbox _____.
- _____ emails as needed.

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