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Articles of note

In March we had several articles published and were mentioned in others.

Email etiquette: tips for ensuring sloppiness doesn't cost your business - Silicon.Com 18 March 2011

Technology interrupts: managing the cost of technology interrupts - The Sydney Morning Herald 23 March 2011

Don't let technology rule your life: ten top tips to reclaim your life from the inbox - Management Today 4 March 2011

Take control of your inbox to save time: Public Service Magazine Spring 2011

To access any of these visit our [News page on the Mesmo website](#)

Copies can be purchased either from a bookstore or from us direct for £10 (£8.89 plus £1.11 postage and

Dear reader,

Welcome

If you are receiving our E-briefing for the first time - we hope you find our newsletter a useful source of information.

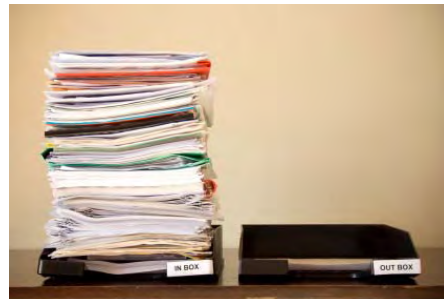
If you are a regular 'reader', thank you for helping us achieve an 'All Star' award for the second successive year - see [Award for Excellence](#).

Kind regards,
Monica Seeley

Tips of the month

Email overload

This continues to dominate conversations with clients. Here are **three** recent posts from the Mesmo Consultancy Blog.



Using alternative

communications options. One major cause of email overload is the reliance on email at the expense of an alternative media which is easier and quicker eg talking. See the [Mesmo blog](#)

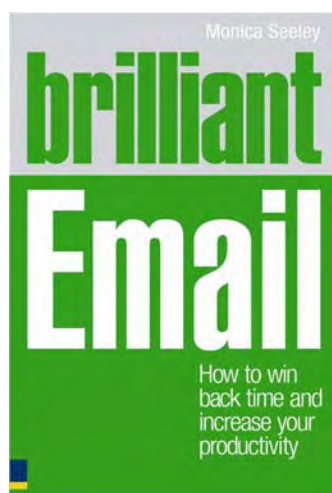
Managing a team inbox

Tips on how to save time dealing with shared inboxes (eg sales@, and the manager's inbox). See the [Mesmo blog](#)

Have you ever been trained to use your email software properly?

Lack of adequate 'Email IT Fitness' (competence and confidence to use the software) is a common cause of email overload - especially when there is a change to a new version. For some ways to save time see the [Mesmo blog](#)

Benchmark your level of Outlook IT Fitness



packing). To order your copy email [Susan](#).

Award for excellence

We are delighted to be named by our email marketing provider as one of their 'All Stars' for the second year in succession.



These awards are given to organisations who have a high open and click through rate for each mailshot, and manage their contacts efficiently particularly bounces and unsubscribe lists.

Contact points

Phone: 01202 434340

Email: [Monica](#) or [Susan](#)

Web: [Mesmo](#)

Twitter: [Follow me on twitter](#)

LinkedIn: [View my profile on LinkedIn](#)

For Outlook users (2003 and upwards) use our on-line 'Outlook IT Fitness Check' to identify where extra training can help you. [Outlook IT Fitness Check](#)

Email overload - managing after being on leave

As Easter approaches here are **three** tips to help you reduce the email overload that always follows a break from the office.



1. Before you go - be ruthless and unsubscribe from any unwanted email (email newsletters).
2. On your return - sort the inbox by subject and person to spot any threads/email conversations, then read from the last to the first.
3. 'Triage' your inbox create a 'Pending' folder into which you move all second order priority emails and leave dealing with them until later in the week.

Events

1. Brilliant Email Master Classes

Conscious of the pressure on budgets and people's time we now have a new [Brilliant Email Master Class](#).



Lasting ninety minutes, they costs £65 per person plus VAT. The next ones are on **27 April - London** and **9 May - Dorset**.

Many of our clients finding they also make an ideal in-company 'lunch and learn' session.

2. Cybercrime - How much is careless use of the internet costing you (and your business)?

A joint seminar with Princecroft Willis on **Thursday 19 May** in Poole, Dorset.

3. 2nd Annual PA and Secretary Forum - Dublin 31 May and 1 June 2011.

For more information on these events see the [Events page on our Mesmo website](#), or phone Susan on 01202 434340, or email [Susan](#).