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**Articles and blogs of note**

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This time last year 'Brilliant Email' was launched. One year on and it is still a top seller. We are most appreciative to everyone who has supported the book and the associated master classes over the past year.



Thank you too to everyone who participated in the recent survey of email response times. This has generated lots of press coverage which can be seen along with a summary of the results on our [News Page](#).

This issue of the Mesmo Consultancy e-briefing contains a round up of brain food for those wanting to save time dealing with their email, books to add to the Christmas shopping list and tips to manage attachments more effectively.

Kind regards,  
*Monica*

**Tips of the month**

**Recent blogs**

**Email etiquette - so you think you have deleted it?**

How often have you sent an email in haste, asked for it back and deleted it from your inbox? Well like posting on social media, those emails can often still be found somewhere. See our guest blog 'Email etiquette - so you think you have deleted it?' from leading email archiving expert Keith Quinn.



**Email etiquette and overload - careless emails are expensive**

## Books for your Christmas wish list



Here is a round up of books we have recently read and can recommend:

Steve Jobs: The Exclusive Biography by Walter Isaacson.

The Filter Bubble. What the Internet is Hiding From You by Eli Pariser

Alexander McQueen: Savage Beauty by Andrew Bolton

The Life and Opinions of Maf the Dog and of his Friend Marilyn Monroe by Andrew O'Hagan

Then Again: A Memoir by Diane Keaton.

## Brilliant Email - the book

Copies can be purchased either from bookstores or directly from us for £10.00 (includes postage).



Email [Susan](#) to order a copy.

## Contact points

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

Web: [Mesmo](#)



The cost of replying in haste and some tips on how to avoid such costly errors.



### Too much email and short attention spans lead to email overload

Latest email trends and the impact of short attention spans suggest email overload just will not go away.



### Changing email behaviour - seven step change process

Change always follows this seven step classic process no matter how simple or complex the change we are undertaking (from relocating our desk to moving house). The only difference is how quickly we reach the end of the process and how many tears are shed on route.



### Managing attachments to save time

This month's tips have been prompted by a slew of emails displaying poor use of attachments and one exemplar.



1. Check the size of your attachments to make sure they are within limits (both yours and the recipients) and can get through. Otherwise they will be held in a waiting pattern and only cleared at night.
2. Label them clearly so that the recipient knows what each one is about.
3. Remove all those logos from your signature block. They appear as attachments and not only make it hard to see the real file but take up unnecessary space. One we received contained 47KB of the sender's company's images! That's equivalent to a medium size Word file.
4. Wherever possible send files as a pdf. These are readable by everyone on every type of device from iphone to conventional Windows PC.
5. To share files, especially large ones, put them on a shared network area. Working with people from different organisations, use a service like 'Dropbox' which saves everyone time and choose when to download the heavy duty ones (eg from the office on a fast connection rather than off-site in a remote area with poor connectivity).

For more tips on email best practice read the latest Mesmo Blog 

Do you have colleagues whose poor management of attachments is causing you grief? Ask us about how our 'Brilliant Email' Master Classes and Webinars can help you all save time and improve productivity by managing email attachments more efficiently.

For more information on Brilliant Email Master Classes, contact Susan either by phone on 01202 43 43 40 or [email](#).