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See:

[Steve Jobs 1955 - 2011](#)

[Michael Gove faces questions over private use of email](#)

[Digital Dilemmas: Help! Constant connectivity is making it impossible to think](#)

[The Human Cost of Social Connectivity from Brian Solis' blog](#)

Dear Reader,

Firstly, a special welcome if you are one of the many new subscribers from the recent Office 2011 show and business club presentations.

This month's tips focus on dealing with email threads.

There are still a few spaces on our November **Brilliant Email Master Classes**. Invest ninety minutes of your time to discover ways to save up to one hour a day by dealing with your (and your manager's) inbox more efficiently. [See below](#)

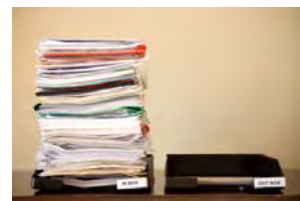
Do people leave you enough time to respond properly to an email? Have you participated in our **Email Response Time** survey? We really would like your views and comments. [Click here](#) to participate if you have not already done so (either last month online or at the Office Show) and enter the draw for a free copy of *Brilliant Email*.

Kind regards,  
Monica

Tips of the month

*Recent blogs*

Michael Gove's use of a personal email account for Government business - right or wrong



Steve Job's legacy : a personal perspective 

## Brilliant Email - the book

Copies can be purchased either from bookstores or directly from us for £10.00 (£8.89 plus £1.11 postage & packing).



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


## Contact points

Phone: 01202 43 43 40

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

Web: [Mesmo](#)



Email overload - what would you do with an extra hour 

Email overload - saving time dealing with a team inbox eg boss and PA or 'sales@'



Email etiquette and betrayal (of a loved one) 

### *Managing email threads and chains*

Dealing with long and expanding email threads is a recurring theme raised in our workshops. The main questions focus on how to:

- add extra names,
- work out which part of the thread is aimed at you,
- stop the chain from spiralling out of control, and
- make sure the right people are included.

Here are **three** tips to help you use brilliant email management techniques to deal with email chains more effectively.

1. Be judicious about who you include in the first place. Avoid broadcasting to the world. Ask yourself does this person really need to be included? If you are on the distribution list but don't feel you need to be then be bold and remove your name from the list.
2. Edit the subject line to reflect changes in the thread's timeline and content.
3. Stop and start a new thread if necessary - especially when the topic changes direction completely.

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

Alternatively attend one of our Brilliant Email Master Classes - [see below](#).

## Events

### Brilliant Email Master Classes

The autumn series of Brilliant Email Master Classes will be held on:



- **Wednesday 9 November** at 14.00hrs in central London
- **Wednesday 16 November** at 09.30 hrs in central Bournemouth

These master classes can also be run in-company.

For more information see [our website](#). To book a place and to discuss running an in-company Brilliant Email Master Class please contact Susan Oakes either by [email](#) or telephone 01202 43 43 40.

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