



In this issue

Articles of note

Brilliant Email - the book

Contact points

Tips of the month

Events

Articles of note

See:

[Apple without Steve Jobs](#)

[Don't turn off Twitter and Facebook during social unrest](#)

[Email proves Westminster uses charges to raise funds](#)

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

Dear Reader,

We hope you enjoyed some time off to rest and relax despite the turbulent social and economic challenges which faced us last month.

How often do people leave you sufficient time to respond properly to an email? Not often judging by what people are telling us. This can be a problem if the reply requires more than just a 'yes' or 'no'. Pressure to reply too quickly can be expensive as mistakes are made and email related stress mounts up.

This month's e-briefing provides some tips on how good email etiquette can help you create time to make a proper well thought through response.

Tell us your views by participating in our survey. [Click here](#) to participate and you have a chance to win a free copy of *Brilliant Email*.

Don't forget Office* on 15 and 16 September at Earls Court where we will be running Brilliant Email Master Classes. Join us on Stand 6010 for a special *Brilliant Email* book signing ([see below](#)).

Kind regards,
Monica

Tips of the month

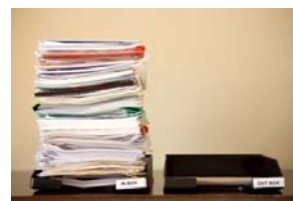
Recent blogs

Getting people to respond to your emails 

Email as evidence - lessons from the phone hacking scandal 

Email etiquette to create time to respond properly to emails

Here are **five** tips to help you use brilliant email etiquette to create time to respond to emails which need a well thought through response.



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

Web: [Mesmo](#)



1. Plan ahead and talk through a sensible timescale for a response and then stick to it. Keeping calendars up-to-date and visible to those with whom you work is a great help.
2. Dealing with people in other time zones - add their time zone to your calendar to help synchronise planning.
3. Manage the sender's expectation when you cannot reply within a sensible timescale (eg a day). Plan the time needed to reply into your To-Do-List. Then tell the sender when you can respond.
4. When planning your response, remember to build in time for peer reviews - if appropriate.
5. If an email you send requires an urgent response - call the recipient first to alert them to the urgency. Don't expect them to be sitting just waiting for your email and phone immediately after you have sent the email. That just adds to the stress and pressure.

For more tips read the latest Mesmo Blog 

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

Events

Office* September 15 and 16 at Earls Court, London

Have you registered and booked your workshop places?

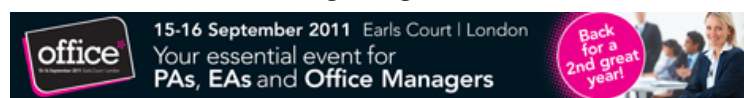
We will be presenting a **Brilliant Email Master Class each day at 13.30**. This will be followed by a special *Brilliant Email* book signing on our **Stand 6010**. Come and join us for drinks and nibbles. There will some free copies for the first to arrive at the event and an opportunity to purchase a signed copy at just £9.00 (saving £1 on the normal price).



British Airways, John Lewis Solutions For Business, L.K.Bennett, Reed & Mackay, MWB Business Exchange and First Great Western are some of the organisations exhibiting at Office*.

New features include the MIA Destination & Venue Village and the FMA Office Manager Village, which will offer support and guidance to office managers responsible for facilities management.

Office* is free to attend for pre-registered visitors. Keynote speakers include Jacqueline Gold and Michelle Mone, OBE. For further information and to register, go to the [Office * website](#).



[Back to Tips](#)