

## USEFUL RESPONSE TEMPLATES

1. *Taking yourself out of the loop when someone asks you for help but you are the wrong person. Here are some useful templates.*

When forwarding the email – ‘Could you help Frankie? I don’t need to be copied in unless there is a problem.’

*If you want to be more blunt try this one.*

Reply directly – ‘Thanks for contacting me. The person who can really help you is John whose email address is ..... I suggest you email them directly.’

2. *Getting yourself off a distribution list.*

Thanks for keeping me posted about developments with the Widgets project. Glad to hear it is progressing well. I am no longer involved with this aspect of the business. At the same time I’m trying to reduce the volume of email traffic through my inbox. Please can you help me by taking my name off the distribution list. Many thanks.

*If you want to be more direct try this one.*

Thanks for copying me in on developments about the Widgets project. What do you want me to do? If you are not expecting any input from me, please can you take me off this distribution list.

If you have some templates and words which work for you, I would love to hear about them. Do email me directly [monica@brilliant-email.com](mailto:monica@brilliant-email.com). Thanks.

Good luck getting the volume of email down.