

Emails

Emails are used to

- Convey information in writing for efficiency and effectiveness.
- Quickly and conveniently communicate “good news” and celebrations.
- Send messages of encouragement and support.

Emails are NOT used to

- communicate urgent or critical matters - speak with the member of staff concerned by telephone or in person.
- for matters of controversy or real distress.
- communicate with teaching staff as a matter of urgency during teaching hours – teachers and aides only access emails during breaks and when on non-contact time.

When processing emails

- Do not share work or personal addresses at this school with students or parents/guardians – use DoJo or if email is needed, send to Principal or Deputy Principal to send on your behalf.
- Emails sent to multiple email addresses, should have the email addresses in the BCC box. This will not share other people’s email address- they may not have given permission for their address to be shared with a group.
- Establish a routine to check emails before class each day, where possible once throughout the day, and after class daily. It is recommended that teachers establish a process of disconnecting from emails before 8 am and after 4 pm but individual teachers may vary this procedure to best fit with whole-of-life activities and commitments. Be aware that alerts and frequent checking of emails leads to attempts to multi-task which leads to significant drops in productivity and wellbeing, and significant increases in stress and dissatisfaction. Be aware that if the sender needs to contact you urgently, they will see you in person, or phone. (Makes sure that your phone contacts on OneSchool and MyHR are complete and accurate, including details of next of kin for emergency contact).
- Reserve time to read and respond to email after a long period of focused work, or at the time of day when your energy and creativity are at their lowest. This means that you can do higher value work at other times.
- Set your email software to (receive messages only at certain times, so that you're not distracted by incoming messages. If you can't do this, at least make sure that you turn off audible and visual alerts.
- When you read email, you can waste hours if you don't use this time intelligently.
 - First, try using the ‘Two-Minute Rule’ the concept from David Allen, the author of ‘Getting Things Done’. When you read your mail – if the email will take less than two minutes to read and reply to, then take care of it right now, even if it's not a high priority. The idea behind this is that if it takes less than two minutes to action, it takes longer to read and then store the task away to do later than it would to just take care of the task now.
 - For emails that will take longer than two minutes to read or respond to, schedule time on your calendar, or add this as an action on your to-do List, to do later. Most email programs allow you to highlight, flag, or star messages that need a response, so use this handy feature whenever you can.
- Many of us also get lots of internal notifications. These are those FYI emails from the Department or Office or from team members who want to keep us in the loop. If you see your name in the cc field instead of the To field, chances are it's an FYI email. Consider filing it in a To Read folder and tackle it when you have time.
- Follow up if an expected response to an email you sent has not been received – assume the best.

- Reflect upon the tone, timing and content of an email message before it is sent. Emails written in haste or in anger rarely help to sort out issues or problems; in fact, a poorly written or emotionally charged email will almost always have the opposite effect. Too often, harshly written and 'angry' emails result in later regret. The rules for civility in e-mail are the same as in face-to-face meetings. Convey a positive tone in your e-mails which can set the stage for a cordial working relationship.
- Never say anything by e-mail that you wouldn't want published.
- Any inappropriate or offensive language or comments deemed to be defamatory will be automatically forwarded to the appropriate authorities.
- Make sure that emails are sent to the correct person who needs to know and/or who can address your question or issue.
- Be aware that some recipients receive a large number of emails daily.
- Do not reply to all unless everyone on the list needs to know the content of that email. E.g., only reply to the Home Economics Teacher regarding your meal requirements, only reply to the person who has shared Good News – not everyone wants their email box filled with personal remarks and needs.
- Ensure privacy and confidentiality to assured – double check what is written and to whom the email is to be sent before hitting the SEND button.
- Double check that everything you need to say in the email has been included before hitting the SEND button.
- Use the 'delay send' or 'schedule send' functions so that the email arrives to the recipient at a suitable time.
- Check the subject line of the email – make sure the subject is included and is clear.
- Monitor cyber security – never open an email until you have checked that it is likely from a valid sender.
- Can you imagine having an inbox with nothing in it? It almost sounds too good to be true! Although a completely empty inbox might be unrealistic for many of us, keeping our main inbox cleared can make us more organised, and help eliminate stress.
 - First, set up a simple filing system to help manage your mail.
 - You could use broad categories titled Action Items, Waiting, Reference, and Archives. If you're able to stay on top of your folders – particularly Action and Waiting folders – you could use them as an informal To Do List for the day.
- If four categories sounds too simplistic for your needs, you can set up a more detailed system. For instance, you could create a folder for every project that you're working on or have a set folder for each of your students or team members. The advantage when you create specific folders for processing email is that it makes it easier to search for past mail instead of scouring your entire email system, you can simply search in that particular folder.
- Outlook allows you to establish Rules that sort email into a particular folder as soon as it comes in. For instance, you might get several emails per day that notify you of issues related to students, families, school activities, options for your feedback etc. You want to receive these, because you want to see what's happening, but you don't want them to clutter your inbox, or worse, miss them in the clutter of a typical email box. This is where you could set up a rule in your email program that moves emails with, say, Student XXX in the subject line straight to the Student XXX folder as soon as they come in. This means that you don't need to manually file these emails and allows you to keep all of the emails relevant to particular students in one folder.
- One of the best things that you can do, to limit the amount of email you need to process, is to encourage people to send you less. For instance, if certain team members regularly send you long, drawn-out emails, let them know. Tell them gently but firmly that because of the demand on your time, you'd appreciate emails no longer than a paragraph or two. Anything longer than that should warrant a phone call. Alternatively, they could drop by for a discussion.
- Use emails for effective, efficient communication – DO NOT BECOME A SLAVE TO YOUR EMAILS.