



TIP OF THE WEEK

September 2, 2008

Email is one of the best productivity enhancing tools that I use. It allows me to stay in touch, pass information and files at lightning speed and communicate when I'm not in a position to speak openly. I often send email in the middle of the night so it's on the recipient's desk when they get in. I know some of you do too because I see the time stamps on my incoming mail. I regularly compose email on a plane and send it out the next time I connect to the matrix.

Here's the problem. The written word – especially when written in a rush – may communicate in an unintended tone. You can't hear inflection in the written word.

Use email to increase productivity, confirm facts, set and confirm appointments, and maybe dash a quick "thinking of you" or thanks.

Never negotiate by email. Never say you're sorry by email. Never ask for a price increase by email. I think you get my meaning.

I've had people ask me, "were you upset when you answered my email?" when I was definitely not. And I have asked people the same thing. Email is a great way to communicate some things. But it is easy for emotions and feelings to be misunderstood. Just be careful when and how you choose to use it.

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AVENUE

Good luck. Work **ON** your business. Stay in touch.

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