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TESTIMONIAL

"This course profoundly changed the way I work. During recent performance reviews I got the same comment from several of my direct reports: 'I appreciate working with somebody who is on top of the issues and doesn't let the details go by.'"

- Paul Gubbay,
Sr. Director, **Adobe**

QUICK LINKS

[1:1 Coaching \(PIM\)](#)

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According to research by Basex Inc., a leading knowledge and economy advisory firm, the cost of information overload to the American economy is more than \$900 billion annually in lost productivity and up to 28 percent of workers' time. The impact is severe - not enough strategic thinking time, lack of work/life balance, and workflow breakdowns.

In this issue of the *Insider's Link to Productivity*, we examine e-mail, the most common overload issue, along with tips for formatting documents and other time savers. We also introduce a new service for providing remote employees the opportunity to dramatically increase productivity and results through online learning.

- Laurie Oswald, Director of Sales & Marketing

To learn more about our products and services please [click here](#).

E-Mail Overload Costs Companies Billions in Lost Productivity

With billions worth of lost productivity each year, many companies are questioning the value of e-mail and how to bring it back into balance. It would appear on the surface that e-mail is a big problem. However, is e-mail really the problem, or is it the approach to e-mail that's flawed?

It is easy to see that the real issue is the behaviors employees have adopted and developed around approaching their inboxes, such as compulsively checking e-mail, loosely constructing e-mails, and holding 1000s of e-mail messages in the inbox. To get e-mail under control, we must first re-examine these approaches, recognize that they may not be working, and replace them with behaviors to manage e-mail more effectively, not just as individuals but as teams and organizations.

Companies readily adopt and deploy communication software company-wide; yet, this is done with little or no education. In the absence of education, it is not surprising that e-mail communication has become a problem.

What if you had proven methods and models in place for approaching e-mail that resulted in 32% less time doing e-mail and 81% fewer e-mail messages being stored in your inbox? How would this affect you or your team? Our clients are seeing similar results every day.

SEPTEMBER SPECIAL

We have found the fall season to be a powerful time to leverage human capital. As incentive for booking sessions this fall, we are offering the following to each session participant:

- **Free** 4 D's for Decision Making mouse pad
- **Free** laminated McGhee diagrams for desk display and reference

To take advantage of this special offer, mention promotion code "Fall Offer."

TIPS & TRICKS

How much time do you spend adjusting font, colors, spacing, and other formatting features in your correspondence and reports?

Learn how to create consistent formatting quickly and easily using the Format Painter feature in Microsoft applications.

You will be able to seamlessly copy formatting from one section to another or from one document to another.

[Click here for step-by-step instructions.](#)

To get started using e-mail as a productivity tool, learn the McGhee Productivity Solutions E-Mail PASS Model and apply it next time you write an important e-mail. This model will help you clearly defined messages that produce effective action with the minimal number of communication cycles. By writing effective messages, you will actually reduce the number of e-mail messages you receive in a day.

The PASS Model consists of four questions that you will ask yourself while composing e-mails that are lengthy and take more than two minutes to write.

P - What's the **Purpose** of your communication and does it relate to a Meaningful Objective? (If it doesn't relate back to your Meaningful Objectives consider renegotiating or disengaging.)

A - What **Action** is involved and does it have a due date? (Be clear about what you want the recipient to do: take physical action, respond only, read only, or simply review as an FYI. When using time lines be discerning and make sure they mean something and hold people accountable to your timeliness.)

S - What **Supporting documentation** do you need to include? (Identifying the supporting information that the recipient needs in order to complete the requested action successfully. This will reduce the likelihood of your message coming back to you with questions.)

S - Have you effectively summarized your communication in the **Subject Line**? (Follow three elements to a good Subject Line: clarify the meaningful objectives or projects that the e-mail message relates to, clearly indicate the action requested, and identify a due date, if there is one.)

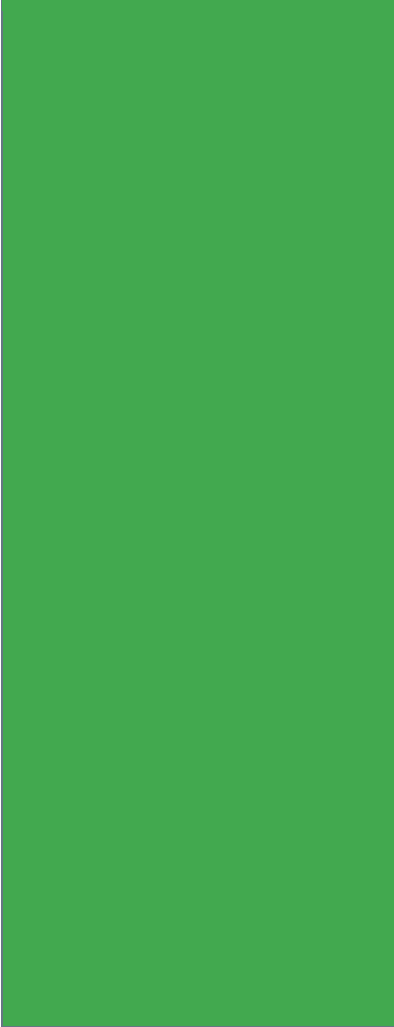
For more details on how to use the PASS Model effectively, including how to effectively use: the "To", "Cc", and "Bc" lines; e-mail signatures; e-mail responses; formatting for readability; and other productivity methods, contact info@mcgheepro.com.

We can customize e-mail protocols based on your organization's specific needs. For a productivity assessment, [contact us](#).

Detailed descriptions and methods for using the PASS model can also be found in the book [Take Back Your Life! Using Microsoft Office Outlook to Get Organized and Stay Organized](#), by Sally McGhee, CEO of McGhee Productivity Solutions.

Now Available - Virtual Take Back Your Life Seminar

Your organization can now offer the same hands-on training found in the Take Back Your Life (TBYL) seminar to remote teams that have difficulty getting to on-site meetings. Participants of the Virtual Take Back Your Life seminar work online in groups of up to 15 using desktops and laptops from anywhere in the world. Each virtual seminar is facilitated in real time by a McGhee certified consultant.



During this abbreviated four-hour course, participants will learn many of the same methodologies and protocols found in our standard TBYL seminar, including:

- Assessing current objectives and challenges
- Setting up an effective collecting system
- Setting up an effective action system for processing e-mail, voice mail, papers, and tasks
- Creating a total life to-do list in the Outlook TaskPad
- Setting up an effective reference system
- Establishing e-mail protocol
- Setting up a baseline calendar
- Prioritizing and planning the week against your objectives and priorities
- Establishing boundaries and routines that support productivity
- Maintaining an Integrated Management System that integrates personal and professional priorities

The Virtual TBYL seminar is most effective when rolled out in conjunction with standard on-site TBYL sessions. The cost per attendee is similar to the standard TBYL. However, travel costs are reduced or eliminated and all participants receive additional online tutorial modules to reinforce the learning in addition to the McGhee TBYL 4Outlook Add-In software.

To learn more, [contact us](#) or [download the complete Virtual TBYL overview](#)

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McGhee Productivity Solutions, Inc. (McGhee) provides consulting services, tools and education to increase productivity and work/life balance. Based in Denver, CO, McGhee integrates its proven methods and protocols with Microsoft technology to deliver innovative action-management strategies to individuals and organizations worldwide. From the boardroom to the knowledge worker, the McGhee approach maximizes technology investments, improves job satisfaction and drives sustainable productivity throughout an organization. Sally McGhee, CEO, is the author of the popular book series Take Back Your Life! Using Microsoft Outlook to Get Organized and Stay Organized.

McGhee is in the process of becoming a Certified Woman-Owned Business