Inbox zero

"Your inbox is just everybody else's ToDo list"

Having an empty inbox and everything in there organise can be a great help for ensuring you know exactly where you are at with each and every project/customer/item you need to do. It can be a daunting, brutal and frankly uncomfortable process but once complete is a great load from your mind.

Setting up

The initial setup of your Inbox is vastly important to keeping yourself at Inbox zero, the below steps are meant to be seen as a framework that can be changed to suit each individual

1. Create 3 new folders in your emails, call them
    a. @Action
    b. @Read
    c. @WaitingFor
2. Create a further set of folders to be used as an archive for emails you may need to refer back to. Try not to get to granular with this, choosing to keep a more generic approach. Most email clients nowadays have great search functionality to help hunt down any missing emails
    a. 1) Internal company documents
    b. 2) Booking confirmations
    c. 3) General collection

Organising

The process of organising your emails should be built in as part of your weekly review, it can also be good to spend a bit of time every day keeping on top of things but try not to spend time sat with your inbox open being reactive to items as they arrive. Try to specify certain times every day where you will check and quickly organise your mailbox. This may be daily, twice a day or hourly depending on the volume of emails received but the important point is to not spend all day sat in your inbox.

When it comes to be actually checking your inbox, the 3 key folders for reactive organisation are @Action, @Read and @WaitingFor.

@Action

Any items that you will physically need to have some action towards, whether that is replying, creating a new task in your to list etc. should go into the action folder. Be brutal, if you don't have a direct requirement to the email get rid of it

@Read

Any items that do not need a direct response, but will be useful to read in more detail at some stage should be moved into the Read folder

@WaitingFor

Any items that do not directly need your attention right now, but may need your attention once they have been actioned by somebody else should go into the WaitingFor folder.

Processing

When it comes to actually processing your emails
1. Start from the oldest email first
2. Do I need to action it?
    a. Is my action going to take me less than 2 minutes? Better get my arse in gear and action is right away
    b. Longer than 2 minutes, get it in the **@action** folder and into my digital to do list
3. Is it something I need to review in more detail? Yes? Get it in the **@read** folder

4. Is it an email that may concern me at some point in the future. You know the script by now. Get it in **@waiting**
5. Do I absolutely 100% need to store this email? Will I need to access it again in the future? File it away
6. Delete it