



Email Overload

DMH DIRECTOR'S LEADERSHIP ACADEMY 2017

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Why is email overload an issue for DMH?



Why is email overload an issue for DMH?

- ▶ Email is used for everything and anything
- ▶ Time wasted on reading and deleting unnecessary emails
- ▶ Rapid response expectation
- ▶ Less efficient employees
- ▶ Important emails are lost in the “list”
- ▶ Employee burn-out

Potential Solutions

- ▶ 1) Update & Utilize DMH Intranet
- ▶ 2) Partner with ITSD to identify strategies for reducing email overload
- ▶ 3) Create email training for the new Outlook
- ▶ 4) Create standard email policy/practices

1) Update & Utilize DMH-Online

The screenshot shows a web browser window with the URL <https://dmhonline.state.mo.us/>. The page features the Department of Mental Health logo on the left and the "DMH-Online" title with the tagline "Your Information Network" in the center. A navigation menu on the left includes links for DMH-OnLine, Employee Information, Department, Divisions, Offices, Resources, and Applications. The main content area displays the date "Friday, August 11, 2017" and a "Need to Know" section with a list of links. On the right, there is a "Customer Support Center" with a search function and a link for "Disaster/Emergency Updates".

DEPARTMENT OF MENTAL HEALTH

DMH-Online

Your Information Network

DMH-OnLine ▶ Friday, August 11, 2017

Customer Support Center
Search DMH-OnLine

Disaster/Emergency Updates

Need to Know

- DMH Employee Portal
- DMH SharePoint Site
- MELS Training
- Employee Self-Service (ESS)
- MOSERS
- MCHCP
- Who To Go To For Assistance
- DMH Technologies "Webinar"
- DMH Technologies "Video Conferencing"
- DMH Acronyms
- Intruder Emergency Preparedness
- READI TEAM

CIMOR

[DMH Internet Site](#)

What sort of information could we include on DMH-Online and leave out of emails?

- ▶ Calendar of events
 - ▶ Department wide and local calendars
- ▶ ITSD system updates and outages
- ▶ Newsletters and office updates
- ▶ Division contact list
- ▶ Birthdays, retirements, and employee recognition
- ▶ Job postings
- ▶ Training opportunities

What could DMH-Online look like?

OFFICE of ADMINISTRATION
INTRA-NET

MO.gov Gov. Eric Greitens Find an Agency Online Services Search

Home Human Resources Service Center (HRSC) Organization Charts Wellness SAMII

Light the Flame of Hope
Charitable Campaign

Quick Links

- Benefits
- Cafe Menu
- Computer Security Awareness
- Conference Room Scheduling
- Continuous Improvement Team
- Division Contacts
- Division Websites
- Employee Phone Directory
- Employee Resources
- Enterprise Time Application
- Harry S Truman State Office Building Info
- Job Opportunities
- MoDocs
- MoRE – Suggestion Program

OA MSEC Activities and Events

OA MSEC Activities & Events

Contact your site coordinator to find out how you can volunteer to help make this year's campaign in OA a success!

- Accounting – **Leighann Pendleton** or **Mandy Vernon**, 751-2971
- Administrative Hearing Commission – **Beverly Bentsch**, 751-2422
- Budget & Planning – **Pamela McQuary**, 751-3925
- Commissioner's Office – **Sara VanderFeltz**, 751-0337
- Ethics Commission – **Melissa Johnson** or **Tory Post**, 751-2020
- FMDC – **Dianne Beasley**, 751-1034; **Allana Carlton**, 751-3249
- General Services – **Victoria Hagerman**, 751-4044, or **Brenda Kennedy** (Surplus Property), 751-3415
- ITSD – **Michelle Halford**, 751-1504; **Angie Keeran** 751-1289; **Kristina Schmolzi**, 751-2627
- Personnel – **John Beakley**, 751-5842; **Emily Kraft**, 522-0003
- Purchasing – **Nicolle Backes**, 751-5341

For more information on the Charitable Campaign and the charities you can help, visit www.msecc.mo.gov.

Policies:

Next Steps for Implementation

- ▶ Create workgroup representative of DMH employees across the state. Workgroup members would also be initial page contributors.
- ▶ Get mock template from IT by submitting IT ticket.
- ▶ Identify and train DMH personnel responsible for regularly adding content to the intranet.
- ▶ Approximate project commitment from workgroup development to going “live” with the new intranet page - 2 years.

Hurdles to Overcome

- ▶ Streamlining existing SharePoint and intranet sites
- ▶ Initial decisions on intranet template
- ▶ DMH staff participation
- ▶ Initial cost (minimal)

2) Partner with ITSD to identify strategies for reducing email overload

- ▶ A common source of email overload among DMH employees consists of ITSD Program Issue emails.
- ▶ Often the numerous emails detailing outages, system maintenance, and updates are unrelated to your current job site or the programs used.
- ▶ These emails have the potential to
 - ▶ Interrupt employees from their work resulting in decreased employee productivity
- ▶ Distract employees from more important emails in their inbox, resulting in accidental email deletions.



What to do?

- ▶ Our hypothesis.....
- ▶ After consulting with ITSD, we learned they cannot filter the outages, updates, or system maintenance by facility or program user.
- ▶ Many users do communicate with multiple agencies in CPS and DD across the state.
- ▶ Filtering this information results in increased ITSD work tickets
- ▶ The solution? Using simple email management strategies already available!

“Rules” rules!

- ▶ Rules Wizard in Outlook
 - ▶ Employees can create their own rules for filtering emails into folders.
 - ▶ Emails are easily organized and readily available.
 - ▶ This is an excellent tool for organizing all emails - not just for ITSD emails
 - ▶ Bonus: All emails categorized using “Rules” will remain in the Enterprise Vault for future reference.






The image shows a screenshot of the Microsoft Outlook ribbon, specifically the 'Rules' group. The 'Rules' button is highlighted, and its context menu is open. The menu items are:

- Always Move Messages From: [redacted]
- Always Move Messages To: [redacted]
- Create Rule...
- Manage Rules & Alerts...




The 'Manage Rules & Alerts...' option is currently selected and highlighted. In the background, other ribbon buttons like 'Move', 'OneNote', 'Unread/Read', 'Follow Up', 'Search People', 'Address Book', 'Filter Email', and 'Send/Receive All Folders' are visible. Below the ribbon, the top of an email is partially visible, showing the text 'XIS BANK : Statem' and a warning message: 'to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures'. At the bottom left, a dropdown menu shows 'ANK Statement...'.

Rules Wizard



Stay Organized

-  Move messages from someone to a folder
-  Move messages with specific words in the subject to a folder
-  Move messages sent to a public group to a folder
-  Flag messages from someone for follow-up
-  Move RSS items from a specific RSS Feed to a folder

Stay Up to Date

-  Display mail from someone in the New Item Alert Window
-  Play a sound when I get messages from someone
-  Send an alert to my mobile device when I get messages from someone

Start from a blank rule

-  Apply rule on messages I receive
-  Apply rule on messages I send

Other Solutions...

- ▶ Place information about statewide ITSD problems on each facility's intranet / SharePoint website
 - ▶ Train employees on where to find information about IT problems and to **LOOK** for this information prior to submitting an IT work ticket.
 - ▶ ITSD currently posts critical IT problems on the work ticket entry page
- ▶ Train employees in NEO and annually on the effective use of emails
 - ▶ “Self-policing” email use is the **BEST** way to control email overload and to save taxpayer dollars by reducing the size of the Enterprise Vault.

Other Solutions (continued)

- ▶ Using other means of communication...
 - WebEx
 - Conference Calls
 - Regularly scheduled update meetings instead of “FYI” emails
 - Cisco Jabber



Roll out of Outlook 2016!!

GREAT TIME FOR SOME TRAINING

Cool features

- ▶ Outlook's Clutter feature
- ▶ "Tell Me"

Share your calendar

The screenshot displays the Outlook calendar interface for the user Titus.Mayberry@dmh.mo.gov. The interface is in the 'Home' tab and shows a multi-view calendar for Tuesday, October 4, 2017. The main view is a 'Day' view, but a 'Month' view is also visible on the left, showing the current month of October 2017. The calendar shows several events, including 'Annual leave' from Oct 2 to Oct 6, 'UR/Update Meeting RRO' from 9 AM to 11 AM, 'Hotshots' from 11 AM to 12 PM, 'Michelle Face-to-Face' from 9 AM to 10 AM, and 'Dent County Qtr. Conference Call' from 1 PM to 2 PM. The calendar is shared with two other users: Jennifer ODay and Michelle Brown. The 'Shared Calendars' list on the left shows both calendars checked. The status bar at the bottom indicates 'Items: 2' and 'Online with: Microsoft Exchange'.

Calendar - Titus.Mayberry@dmh.mo.gov - Outlook

File Home Send / Receive Folder View Enterprise Vault Tell me what you want to do...

New Appointment Meeting Items New Meet Now Schedule Meeting Today Next 7 Days Day Work Week Month Schedule View Open Calendar Groups E-mail Share Publish Calendar Permissions Search People Address Book

September 2017
SU MO TU WE TH FR SA
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30

October 2017
SU MO TU WE TH FR SA
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 1 2 3 4
5 6 7 8 9 10 11

Team: Brown, Michelle
Shared Calendars
[x] ODay, Jennifer (Jennifer.ODay@dmh.mo.gov)
[x] Brown, Michelle

October 4, 2017 Washington, D.C. Today 80° F / 61° F Tomorrow 75° F / 62° F Saturday 69° F / 57° F Search Calendar (Ctrl+E)

Calendar x
TUESDAY
3
From Oct 2 Annual leave ; Mayberry, Titus To Oct 6

8 AM
9 UR/Update Meeting RRO
10 Hotshots Mayberry, Titus
12 PM

1
2 Dent County Qtr. Conference Call ODay, Jennifer
3
4

ODay, Jennifer (Jennifer.ODay@dmh.mo.gov) x
TUESDAY
3
Michelle Face-to-Face Jennifer's Office ODay, Jennifer
Hotshots Mayberry, Titus

Brown, Michelle x
TUESDAY
3
From Oct 2 Annual leave ; Mayberry, Titus To Oct 6
Michelle Face-to-Face Jennifer's Office ODay, Jennifer
Hotshots Mayberry, Titus
Private Appointment

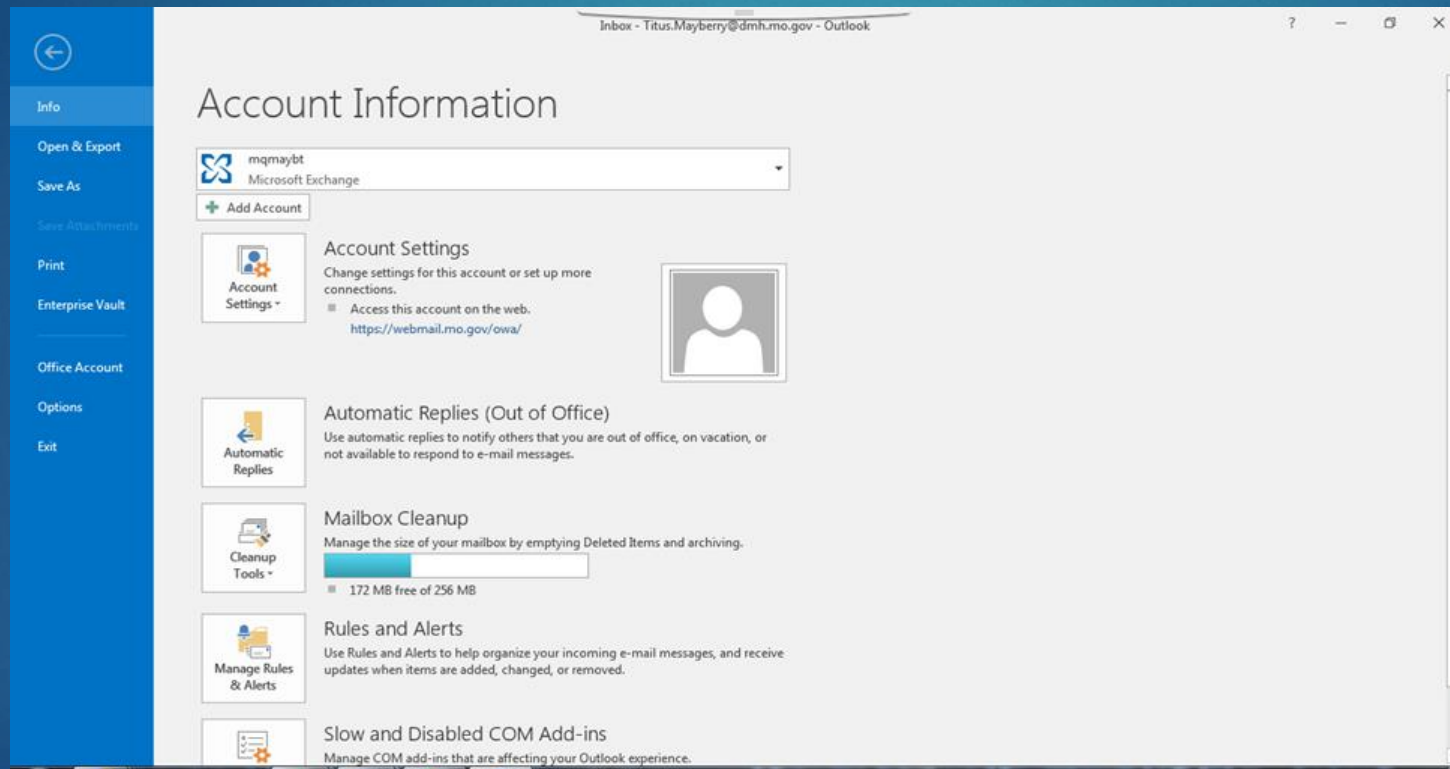
Items: 2 Online with: Microsoft Exchange 100%

Reasons for sharing your calendar

- ▶ So co-workers know if you are in the office.
- ▶ Save that e-mail until they can respond in a timely manner.
- ▶ Your supervisor will know what you have going on in case you are out sick, have an emergency, etc.

Out of office response

- ▶ Click on File, then Automatic Replies (Out of Office)



Filling out your automatic reply

Automatic Replies - Titus.Mayberry@dmh.mo.gov

Do not send automatic replies
 Send automatic replies

Only send during this time range:

Start time: Fri 9/29/2017 5:00 PM
End time: Tue 10/10/2017 8:00 AM

Automatically reply once for each sender with the following messages:

Inside My Organization Outside My Organization (On)

Auto-reply to people outside my organization
 My Contacts only Anyone outside my organization

Microsoft Sans Serif 12 B I U A

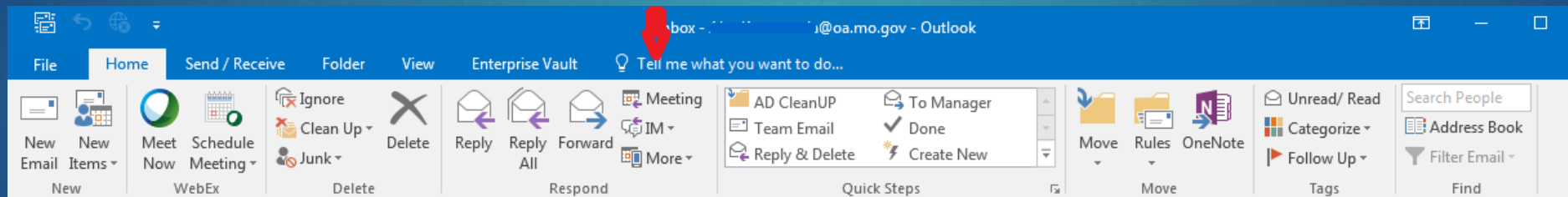
I will be out of the office until Tuesday October 3, 2017 at 8am. If you need immediate assistance contact Michelle Brown at 573-368-2545 or michelle.brown@dmh.mo.gov

For Transfers, please contact Joe Davidson at joe.davidson@dmh.mo.gov

To add someone to the Consumer Referral Database, please contact Carol Gorman at carol.gorman@dmh.mo.gov

Rules... OK Cancel

Can't find a feature?



Let the masses know!

- ▶ If all facilities have the updated Outlook 2016, how can training on these new features occur?
 - ▶ WebEx trainings
 - ▶ PowerPoint
 - ▶ Lunch and Learn

Pros

- ▶ More efficient
- ▶ Easier to troubleshoot
- ▶ New features

Cons

- ▶ Getting it out to the people
- ▶ Training
 - ▶ Time
 - ▶ Not enough resources (staff)
- ▶ Seasoned staff not understanding
- ▶ Lots of questions for IT staff

4) Create standard email policy/practices

- ▶ These would be given to and reviewed with new employees.
 - These may also be reviewed if problems arise and at annual Employee PerForm evaluations if needed.
- ▶ These would consist of:
 - Tips for writing useful emails.
 - Do's and Dont's (taken from "The Muse," Forbes, and Nora Bock's email rules).

Do's

1. Use descriptive subject lines.
2. If asking a short question, just put it in the subject line.
3. Keep every email as short as you can. Be Concise.
4. The faster you respond the shorter your response is allowed to be.
5. Include one line of context if the recipient isn't expecting this email or if you are bringing them in after a series of emails.
6. Put "ask" or "action items" first in the email, not last, and make them explicit.
7. If there is a deadline, say so.
8. Make any questions as specific as possible.
9. Use bullets or numbered lists when possible.
10. Use legible fonts.
11. If you receive an ask from someone else but can't respond right away, let them know when you will get to it.
12. CC the minimum number of people necessary to get the job done.
13. Use "Reply All" only when truly needed.
14. If someone is on an e-mail thread and no longer needs to be, move that person to BCC in your next reply, and say so in the first line of the email.
15. Have your contact information and title in the footer (simpler is better).
16. If you are emailing a very busy person, it is totally acceptable and somewhat expected that you will forward the initial email back to them with a follow-up message after a week or two.
17. Create an Auto-Responder for frequently asked questions.
18. Respond with declarations, not more questions.
19. Model the behavior you expect from others.

Don't's

Snoopy says, "Only 5 more months until Christmas! Better start makin' that list!"



You're Welcome 😊

1. Do not overuse **Bold** or **CAPS** in your e-mails.
2. Don't hijack a thread on one topic to discuss another topic. Start a new thread with a relevant subject line and recipients.
3. Don't Pile on. No one needs a 20th "This looks great to me, too!" e-mail.
4. It is not acceptable to follow up on an email within 48 hours unless it is truly urgent.
5. If you want to send an angry email, wait on it. If it's urgent, get on the phone instead.
6. Don't answer every email right away.

Email Do's and Don'ts (continued)

Stringer's Theorem: "There is a direct inverse relationship between the length of a message and the likelihood that anyone will read it. You should pare down your messages no matter who they go to."

Corollary to Stringer's Theorem: "There is a direct positive relationship between the length of a message and the likelihood that you will say something stupid. Brief is always better unless you are Leo Tolstoy"

Epple Amendment: If a subject causes more than (5) emails to be circulated a face to face meeting is strongly recommended

The Respect Amendment: These rules apply to anyone with whom you are communicating with professionally. They will appreciate you all the more for it.

In conclusion...



Thank you!

- ▶ Amber Daugherty, General Counsel's Office, Central Office
- ▶ Dr. Bridget Graham, Division of Behavioral Health, Metropolitan St. Louis Psychiatric Center
- ▶ Tina Hickman, Division of Behavioral Health, Southeast Missouri Mental Health Center
- ▶ Titus Mayberry, Division of Developmental Disabilities, Rolla Satellite Office
- ▶ Jared Rankin, Division of Developmental Disabilities, Joplin Satellite Office
- ▶ Kellie Sullivan, Division of Behavioral Health, Center For Behavioral Medicine