

## Happy Emailing Timing Your Email Message Video Transcript

- Just because we can send emails 24 hours a day, seven days a week, 365 days a year does not mean that we should. When sending messages, try to be considerate of the recipient when it comes to the timing of your email message. I was sitting on the beach next to a person who was glued to her tablet during spring break. She was clearly frustrated that her colleagues kept emailing her during her vacation. I could not help but think, "Man, I'm really grateful "I left my phone in my room." It was clear she didn't appreciate all of the interruptions. When it comes to timing your messages, try to be considerate of the recipient. Late-night emails or messages sent while people are away from the office can give your colleagues anxiety. Now of course, there are times when this is unavoidable, but if you are generally a person who's considerate about the timing of your emails, your colleagues will be more understanding of the occasional late-night or holiday email. One way you can manage this is to set a time for your message to be sent. So if you happen to be awake and working at two in the morning, your colleagues won't get your message until later when the business day has started. I think of this as a win-win scenario. You get to cross this email off of your to-do list, and your co-worker receives your message during regular business hours. Try to show courtesy and respect for your colleagues' time away from the office. For those away on leave or vacation, getting messages from the office can be stressful. They may need to receive messages that are sent to large groups but try to avoid sending direct messages to people who are away for personal reasons unless you absolutely have to. Finally, give people a reasonable amount of time to respond to your message. I once had a colleague who would call or stop by my office a couple of hours after sending me an email to confirm I received the message. It felt aggressive. If you need something quickly, make sure you indicate it in the subject line. It's fine to provide a little nudge if you don't hear back in a timeframe that seems reasonable. I generally follow up if I haven't heard back in three business days. Of course, this depends on my relationship with the other person and how quickly I need a response. But don't push it. Show consideration for your recipients' time and you're more likely to get the response you want.