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new research suggests. In a Robert Half survey, chief financial officers (CFOs) said 17 percent of the time they spend on work email is wasted.

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Workers wondering where their time goes should look at how they manage emails,

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CFOs were asked, “What is the percent of time you spend on work-related emails that you consider to be wasted?” The mean response was 17 percent.

CFOs were also asked, “What is the primary time-waster when it comes to email?” Their responses:

Spam	39%
Being copied on irrelevant messages	27%
Receiving messages that could be better delivered another way	19%
Long, rambling messages	14%
Don't know	<u>1%</u>
	100%

“Spam can be addressed by using filters and technology to prevent unwanted email,” said Paul McDonald, senior executive director for Robert Half. “But the other issues often boil down to good judgment.”

McDonald added, “Keeping your messages short, relevant and actionable will improve the chances your emails are read and responded to quickly.”

Robert Half offers six email etiquette tips your colleagues will appreciate:

1. **Be cautious about who you copy.** Does the person you're copying need to review the message? Is action required of them? Use “Reply All” as a last resort. Don't waste your time or the time of recipients who don't need to read the email message.

2. Go on a word diet.

Efficiency and brevity should drive your approach to sending

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for mutual convenience, of course allowing for email from outside vendors and customers.

5. **Make the subject line count.** Use a subject line that's direct and to the point. Do you need a reply? Try using "RSVP" within the first three words. Otherwise, let recipients know immediately what action is required (e.g., "For your review" or "Meeting rescheduled") so they get the gist and prioritize their response accordingly.
6. **Watch your tone.** Email is the equivalent of a hard-copy business memo. It's an official record and should be written with the same professionalism. Check spelling and grammar, and read it aloud to yourself before you click send. The few extra minutes for review will give you another chance to fine-tune the message's content and tone.

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