

smallbizlady: In 5 min on #smallbizchat 8-9pm E TLearn to Detox Your Inbox w/ @marshaegan She'll tell us how to tame your email!  
<http://is.gd/6Yy76>

CathyWebSavvyPR: In 5 min on #smallbizchat 8-9pm E TLearn to Detox Your Inbox w/ @marshaegan She'll tell us how to tame your email!  
<http://is.gd/6Yy76>

gbstrickland: I'm getting real-time search results at TweetGrid <http://tweetgrid.com/> #SmallBizChat

marshaegan: Getting ready for #smallbizchat! C'mon board!

aussiechic: I'm getting real-time search results at TweetGrid <http://tweetgrid.com/> #SmallBizChat

ICT\_GURU: 1st ever #SmallBizChat so excuse the excessive tweeting ppl! Looking forward to connecting with some more gurus.

aussiechic: @mwalkercom - thanks Molly! Birthday was early Jan while in OZ but the birthday experience was yesterday on Australia Day!  
#SmallBizChat

yourjobmyoffice: @ICT\_GURU Welcome to this fine chat. I like ur bio - now following. =D #smallbizchat

CathyWebSavvyPR: I'm getting real-time search results at TweetGrid <http://tweetgrid.com/> #SmallBizChat

yourjobmyoffice: @aussiechic Welcome back, Jane. It's been a while. #smallbizchat

CathyWebSavvyPR: Welcome to the chat @aussiechic @ICT\_GURU @gbstrickland @TNSinc @LauraMattis @Olalah @SashwhyStudio @CASUDI  
@patweber #SmallBizChat

aussiechic: @yourjobmyoffice thank you! Yes I have been off the air away in Australia and playing with friends visiting from OZ! #SmallBizChat

JDEbberly: Apologies to all my followers for many extra tweets as I participate in SmallBizChat tonight from 8pm to 9pm ET #SmallBizChat

yourjobmyoffice: @aussiechic nice and double nice! #smallbizchat

smallbizlady: Tonight?s #SmallBizChat Guest @MarshEgan: Taming your email inbox & get more done Tweetgrid link <http://is.gd/6Yy76>

ICT\_GURU: @CathyWebSavvyPR Thanks Cathy! Looking forward to meeting some cool ppl in here. #SmallBizChat

CathyWebSavvyPR: RT @JDEbberly: Apologies 2all my followers 4 many extra tweets as I participate in SmallBizChat tonight from 8-9p ET [ditto]  
#SmallBizChat

aussiechic: RT @JDEbberly: Apologies to all my followers for many extra tweets as I participate in SmallBizChat tonight from 8pm to 9pm ET  
#SmallBizChat

ICT\_GURU: @JDEbberly Whoaa JD the Tweet Guru is in here too. loving it! #SmallBizChat

JDEbberly: I may have to split early tonight because of obligations #SmallBizChat

smallbizlady: A life & executive coach w/ the international coach federation @MarshEgan who also speaks on improving biz productivity  
#SmallBizChat

smallbizlady: Welcome to #SmallBizChat, a weekly conversation where emerging small business owners can get answers to their questions.

smallbizlady: Our guest @MarshaEgan has written a book called Inbox Detox and the Habit of E-mail Excellence (stay tuned for giveaways)  
#SmallBizChat

JDEbberly: There are sure a LOT of iPad enthusiasts on Twitter today!! :) #SmallBizChat

smallbizlady: More on @MarshaEgan at [Http://MarshaEgan.com](http://MarshaEgan.com). Her passion: helping others achieve career, professional & personal goals  
#SmallBizChat

smallbizlady: #SmallBizChat is hosted by @SmallBizLady Melinda Emerson, a veteran entrepreneur and smallbiz coach & author based in Philly.

ICT\_GURU: RT @smallbizlady Welcome to #SmallBizChat, a weekly conversation where emerging small business owners can get answers to their questions.

smallbizlady: Take the 25K Become Your Own Boss Entrepreneur's Challenge details at <http://bit.ly/5VJ73S> #SmallBizChat

JDEbberly: RT @smallbizlady Guest @MarshaEgan wrote book called Inbox Detox & the Habit of E-mail Excellence (stay tuned for giveaways) #SmallBizChat

smallbizlady: Welcome to my co-host and social media PR pal @cathywebsavvypr and my virtual assistant Sonia @yourjobmyoffice #SmallBizChat

smallbizlady: Q: What is the focus of #smallbizchat? #SmallBizChat

yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D #smallbizchat

smallbizlady: A: The goal of #smallbizchat is to end small business failure by helping you succeed as your own boss. #SmallBizChat

JDEbberly: RT @smallbizlady: Take the 25K Become Your Own Boss Entrepreneur's Challenge details at <http://bit.ly/5VJ73S> #SmallBizChat

JDEbberly: RT @yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D #SmallBizChat

smallbizlady: Last 5 minutes will be available for pitches AKA your 140 character commercials. So be ready. Participants only please. #SmallBizChat

smallbizlady: We put out a transcript on @smallbizchat tonight after the show, so do not worry if you miss a tweet or two. #SmallBizChat

TNSinc: "TWO THUMBS UP" RT @yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D #smallbizchat #SmallBizChat

smallbizlady: Did you miss my first guest column for @smallbiztrends Will 2010 be the year of Start-Up America? <http://bit.ly/a18UPR> #SmallBizChat

JDEbberly: RT @TNSinc: "TWO THUMBS UP" RT @yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D #SmallBizChat

smallbizlady: Welcome again to tonight's guest @MarshEgan: Taming your email inbox & get more done Tweetgrid link <http://is.gd/6Yy76> #SmallBizChat

JDEbberly: RT @smallbizlady: Miss my 1st guest column for @smallbiztrends Will 2010 be the year of Start-Up America? <http://bit.ly/a18UPR> #SmallBizChat

JDEbberly: RT @smallbizlady: Welcome again to tonight's guest @MarshEgan: Taming your email inbox & get more done #SmallBizChat

marshaegan: Hi! It's the Internat'l Clean Out Your Inbox Wk! Free 5 pg tips 2 those who empty their inboxes. <http://bit.ly/4w489c> #smallbizchat

smallbizlady: Q1: What made you interested in email productivity and email addiction? #SmallBizChat

JDEbberly: RT @marshaegan: Hi! It's the Internat'l Clean Out Your Inbox Wk! Free 5 pg tips 2 those who empty inboxes <http://bit.ly/4w489c> #SmallBizChat

JDEbberly: RT @smallbizlady: Q1: What made you interested in email productivity and email addiction? #SmallBizChat

smallbizlady: RT @JDEbberly: @TNSinc: @yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D Thanks guys #SmallBizChat

CathyWebSavvyPR: Glad to e here (sorry my comp. required a restart!) #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q1: What made you interested in email productivity and email addiction? #SmallBizChat

ICT\_GURU: RT @smallbizlady A: The goal of #smallbizchat is to end small business failure by helping you succeed as your own boss.

aussiechic: emails waste a lot of time so looking forward to tips! #SmallBizChat

gbstrickland: 2 thumbs up!! RT @yourjobmyoffice: Can we get a thumbs up for @smallbizlady 's updated headshot. =D #SmallBizChat

JDEbberly: RT @smallbizlady A: The goal of #smallbizchat is to end small business failure by helping you succeed as your own boss. #SmallBizChat

JDEbberly: RT @aussiechic: emails waste a lot of time so looking forward to tips! #SmallBizChat

JDEbberly: @aussiechic I know what you mean, I waste a tremendous amount of time going through dozens of emails per day :( #SmallBizChat

b2bjt: RT @JDEbberly: RT @smallbizlady: Q1: What made you interested in email productivity and email addiction? #SmallBizChat <12step?

smallbizlady: How many of you out there think you have an email e-ddiction? #SmallBizChat

Qworky: This week's #smallbizchat 's guest @MarshaEgan has written a book called Inbox Detox and the Habit of E-mail Excellence.

CathyWebSavvyPR: welcome to the chat @jdp23 - glad you made it. #SmallBizChat

ICT\_GURU: @smallbizlady How long has #SmallBizChat been running for?

aussiechic: RT @smallbizlady: How many of you out there think you have an email e-ddiction? #SmallBizChat

CathyWebSavvyPR: @smallbizlady I have an email addiction - but it's better since I work 4 myself, rather than a boss at alrge company #SmallBizChat

JDEbberly: @ICT\_GURU I think at least a year. #SmallBizChat

smallbizlady: I can raise both of my hands!! it has to be worse than drugs it really feeds workaholism. #SmallBizChat

JDEbberly: RT @smallbizlady: How many of you out there think you have an email e-ddiction? #SmallBizChat

smallbizlady: @ICT\_GURU since April 2009 #SmallBizChat

yourjobmyoffice: @ICT\_GURU Since April 2009. You can get transcript archive @ <http://succeedasyourownboss.com/> click "transcript" button. #smallbizchat

cbruemmer: I happened to run across this #smallbizchat. As a new business owner, I thought I wd participate. Is this on Tweetgrid or anything?

JDEbberly: I don't think I have an email addiction but I DO have way too much email in my inboxes - 37 of them #SmallBizChat

debbie\_steg: @smallbizlady have to take tech free vacas to get away from email #SmallBizChat

aussiechic: @JDEbberly - I aim to do email first thing, then again at a lunch break and at the end of the day! Doesn't always work.  
#SmallBizChat

CathyWebSavvyPR: Seems like twitter is a bit slow - between Pres. Obama speaking and applt iPad release - twitter's been busy #SmallBizChat

marshaegan: A. They say that up to 10% of the emailing population could be addicted. #smallbizchat

CathyWebSavvyPR: RT @debbie\_steg: @smallbizlady have to take tech free vacas to get away from email #SmallBizChat

CathyWebSavvyPR: RT @marshaegan: A1. They say that up to 10% of the emailing population could be addicted. #smallbizchat #SmallBizChat

cbruemmer: @JDEbberly I would say I am addicted to electronic media including e-mail and social media now. #smallbizchat

JDEbberly: RT @marshaegan: A. They say that up to 10% of the emailing population could be addicted. #SmallBizChat

smallbizlady: A detailed blog post with more Q & A with our guest comes out on Thursdays on @Smallbizlady?s blog: <http://bit.ly/3x5Gm2>  
#SmallBizChat

CathyWebSavvyPR: @marshaegan don't forget to put the Question # in the answer to help us follow along! thanks #SmallBizChat

smallbizlady: Tonight?s #SmallBizChat Guest @MarshEgan: Taming your email inbox Tweetgrid link <http://is.gd/6Yy76>

CathyWebSavvyPR: RT @cbruemmer: @JDEbberly I would say I am addicted to electronic media including e-mail and social media now. #smallbizchat  
#SmallBizChat

JDEbberly: @CathyWebSavvyPR There is a lot of Twitter activity concerning the iPad today/tonight #SmallBizChat

jdp23: RT @smallbizlady: How many of you out there think you have an email e-ddiction? #SmallBizChat || i'm now a recovering addict

ICT\_GURU: RT @yourjobmyoffice #SmallBizChat running since April 2009. You can get transcript archive @ <http://succeedasyourownboss.com/>

JDEbberly: RT @smallbizlady: Detailed blog w more Q & A w our guest comes out on Thursdays on @Smallbizlady?s blog: <http://bit.ly/3x5Gm2>  
#SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Tonight?s #SmallBizChat Guest @MarshEgan: Taming your email inbox Tweetgrid link <http://is.gd/6Yy76>

ICT\_GURU: #smallbizchat Cool...Thanks Guys!

gbstrickland: I do check too often, but mainly trying to avoid overwhelm of so much in inbox #SmallBizChat

JDEbberly: What I AM DEFINITELY ADDICTED to is smallphones. The iPad will make it MUCH WORSE lol #SmallBizChat

smallbizlady: Q2: When did you realize a 12-step program was necessary & did you want the same number of steps as other addiction programs?  
#SmallBizChat

aussiechic: here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion! #SmallBizChat

JDEbberly: RT @aussiechic: Here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion!  
#SmallBizChat

cbruemmer: Tnx for the link to the grid but somehow I got here without signing in so cannot see my column. Can you help me? #SmallBizChat

aussiechic: 90 trillion emails were sent on the net in 2009 according to Pingdom report released Jan 22 #SmallBizChat

JDEbberly: RT @smallbizlady: Q2: When did u realize a 12-step program was necessary & did you want same no of steps as addict programs? #SmallBizChat

debbie\_steg: @aussiechic how many of world pop are not e-connected? #SmallBizChat

gbstrickland: RT @aussiechic: here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion! #SmallBizChat

cbruemmer: I now see my column so please disregard my last tweet. #SmallBizChat

JDEbberly: RT @aussiechic: 90 trillion emails were sent on the net in 2009 according to Pingdom report released Jan 22 #SmallBizChat

BLKMGK01: RT @aussiechic here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion! #SmallBizChat

ICT\_GURU: RT @aussiechic here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion! #SmallBizChat

yourjobmyoffice: @cbruemmer Try <http://tweetchat.com/> and follow hashtag smallbizchat #smallbizchat

CathyWebSavvyPR: Thx 4 Rt's f ths show - you stoppi by now? @BlakeGroup @debbie\_steg @bradshorr @eandtsmom #SmallBizChat

JDEbberly: RT @marshaegan: Taming ur inbox is stepped approach. That's how we came up w 12steps to curing EE-diction. Good ring to it #SmallBizChat

jer327: RT @aussiechic: 90 trillion emails were sent on the net in 2009 according to Pingdom report released Jan 22 #SmallBizChat

JDEbberly: RT @marshaegan: A The cost of email misuse is HUGE. Basex, a research firm est that 900 BN productivity is lost annually #SmallBizChat

smallbizlady: Q3: What is the cost of email misuse? #SmallBizChat

cbruemmer: @yourjobmyoffice Thanks -- I actually am following along on the Tweetgrid for this now. #SmallBizChat

CathyWebSavvyPR: @TNSinc you can get transcripts on MELinda's site now - you sign up free & get access 2 them - sorry you have 2 go! #SmallBizChat

marshaegan: A3 The cost of email misuse is HUGE. Basex, a research firm estimates that 900 Billion productivity is lost annually. #smallbizchat

aussiechic: @debbie\_steg not sure how many people not conected. 1.73 billion internet users worlwide #SmallBizChat

JDEbberly: RT @smallbizlady: Q3: What is the cost of email misuse? #SmallBizChat

CathyWebSavvyPR: Some tech hiccups tonight - #SmallBizChat

smallbizlady: For even more great content join the #Smallbizchat Linkedin group! <http://bit.ly/smallbizchatonlinkedin> #SmallBizChat

smallbizlady: If you know a small business owner who could use some advice tell them to follow @SmallBizChat and join us on Wed 8-9 ET #SmallBizChat

marshaegan: A3 Ave worker spends 28% of the day handling interruptions. Email's now queen interrupter, peeps getting 80-150/day.  
#smallbizchat

debbie\_steg: only 25% of world pop has internet according to InternetWorldStats #SmallBizChat

smallbizlady: Welcome again to tonight's guest @MarshEgan: Taming your email inbox & get more done Tweetgrid link <http://is.gd/6Yy76>  
#SmallBizChat

yourjobmyoffice: @cbruemmer Tech doesn't always work - I use both. Gotta have a backup! #smallbizchat

aussiechic: another stat - there was a 24% increase in spam last year and over 80% were spam! Wow. #SmallBizChat

JDEbberly: RT @marshaegan A3 Avg worker spends 28% of day handling interruptions. Email's now queen interrupter, peeps getting 80-150/day #SmallBizChat

marshaegan: A3 It takes the ave person an ave of 4 min to RECOVER from an interruption (not incl handling it). #smallbizchat

CathyWebSavvyPR: RT @debbie\_steg: only 25% of world pop has internet according to InternetWorldStats #SmallBizChat

gbstrickland: RT @marshaegan: A3 Ave worker spends 28% of the day handling interruptions. Email's queen interrupter, peeps getting 80-150/day #SmallBizChat

aussiechic: @debbie\_steg - interesting - thanks for sharing #SmallBizChat

CathyWebSavvyPR: @debbie\_steg It is interesting that we get so caught up in the technology - and forget that so many aren't here #SmallBizChat

marshaegan: A3 If interrupted ONLY 15 times a day, that's an hr of recovery time. In a 20 person office, that's 100 hrs/wk!!! #smallbizchat

cbruemmer: @yourjobmyoffice Thanks -- you are right about that! #SmallBizChat

JDEbberly: RT @marshaegan: A3 Takes avg person an ave of 4 min to RECOVER from an interruption (not incl handling it) #SmallBizChat

debbie\_steg: @aussiechic you're welcome! #SmallBizChat

marshaegan: A3 Most peeps have their inboxes open, dinging and flashing, + are allowing constant interruption. #smallbizchat

debbie\_steg: RT @smallbizlady: Q3: What is the cost of email misuse? #SmallBizChat

JDEbberly: RT @marshaegan: A3 If interrupted ONLY 15 times/day, that's an hr of recovery time. In 20 person office, that's 100 hrs/wk!!!  
#SmallBizChat

JDEbberly: RT @marshaegan: A3 Most peeps have their inboxes open, dinging and flashing, + are allowing constant interruption  
#SmallBizChat

marshaegan: A3 You gotta turn the dang ding off! #smallbizchat

smallbizlady: Q4: What needs to be done about email from a business perspective? #SmallBizChat

CathyWebSavvyPR: @debbie\_steg @cbruemmer @selahsynergy @BLKMGK01 @welcome to the chat! #SmallBizChat

yourjobmyoffice: So true and so distracting. RT @marshaegan: A3 Most peeps have inboxes open, dinging and flashing...constant interruption.  
#smallbizchat

selahsynergy: @debbie\_steg @aussiechic @marshaegan Thx for sharing statistics on email productivity. Puts everything in perspective.  
#smallbizchat

cbruemmer: @CathyWebSavvyPR Thank you! #SmallBizChat

aussiechic: There were 100 million new email users in 2009 says Pingdom #SmallBizChat

BLKMGK01: RT @debbie\_steg only 25% of world pop has internet according to InternetWorldStats #SmallBizChat

CathyWebSavvyPR: @cbruemmer to see your own @rplies type your @username in the top of left column (overwrite the text) #SmallBizChat

JDEbberly: RT @smallbizlady: Q4: What needs to be done about email from a business perspective? #SmallBizChat

ICT\_GURU: RT @debbie\_steg only 25% of world pop has internet according to InternetWorldStats #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q4: What needs to be done about email from a business perspective? #SmallBizChat

CathyWebSavvyPR: RT @aussiechic: There were 100 million new email users in 2009 says Pingdom #SmallBizChat

jdp23: and the interrupt-driven nature of the dinging/flashing at random intervals increases stress hugely for many people #smallbizchat

JDEbberly: Q3 Set aside times during the day for dealing with email clutter #SmallBizChat

JDEbberly: RT @jdp23: and the interrupt-driven nature of the dinging/flashing at random intervals increases stress hugely for many people #SmallBizChat

aussiechic: RT @JDEbberly: Q3 Set aside times during the day for dealing with email clutter #SmallBizChat

debbie\_steg: @CathyWebSavvyPR thank you! #SmallBizChat

JDEbberly: RT @aussiechic: There were 100 million new email users in 2009 says Pingdom #SmallBizChat

JDEbberly: RT @marshaegan: A4 Businesses need to "get" the fact that managing email productivity can be a competitive advantage #SmallBizChat

CathyWebSavvyPR: @cbruemmer no problem #SmallBizChat

cbruemmer: @JDEbberly I agree with setting aside time for email. I definitely do not like it when it "dings" at me -- very distracting. #SmallBizChat

smallbizchat: Welcome again to tonight's guest @MarshEgan: Taming your email inbox & get more done Tweetgrid link <http://is.gd/6Yy76> #SmallBizChat

JDEbberly: RT @marshaegan: A4 3 Actions can reduce productivity "sap." 1 Stop urgent emailing 2. Ck email 5X daily 3. Keep inboxes empty #SmallBizChat

ICT\_GURU: #smallbizchat Anyone ready 4 hour work week? Tim's got a unique way of dealing with email. Sets up autoresponders & has ppl call him instead.

cbruemmer: @CathyWebSavvyPR Thanks Cathy. I figured it out now! #SmallBizChat

marshaegan: A4 Urgent emails "teach" workers they can't shut down their inboxes, dings + flashes, CAUSING 'em to allow interrupt'ns. #smallbizchat

JDEbberly: RT @marshaegan: A4 If every business or work group would STOP sending urg emails, productivity zooms. Urgent emails are toxic #SmallBizChat

aussiechic: @cbruemmer @JDEbberly - you can turn off the ding can't you? #SmallBizChat

CathyWebSavvyPR: @marshaegan it's a thought provoking questionnaire - I took it earlier - gets you thinking! #SmallBizChat

jer327: RT @aussiechic: here's a startling stat! there are an average of 247 billion emails sent per day! World pop is 6.8 billion! #SmallBizChat

smallbizlady: Q5: What can individuals do to better manage their email? #SmallBizChat

smallbizchat: RT @marshaegan: A4 If every business or work group would STOP sending urg emails, productivity zooms. Urgent emails are toxic #SmallBizChat

JDEbberly: RT @ICT\_GURU: Anyone ready 4 hour wrk wk? Tim's got unique way dealing w email. Sets up autoresponders &has ppl call him  
#SmallBizChat

marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #smallbizchat

JDEbberly: RT @smallbizlady: Q5: What can individuals do to better manage their email? #SmallBizChat

debbie\_steg: RT @smallbizlady: Q5: What can individuals do to better manage their email? #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q5: What can individuals do to better manage their email? #SmallBizChat

debbie\_steg: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #smallbizchat #SmallBizChat

smallbizchat: RT @smallbizlady: Q5: What can individuals do to better manage their email? #SmallBizChat

cbruemmer: @aussiechic Yes, you can turn off the ding and I do so. Just got a new laptop and did not do it right away but it is off now.  
#SmallBizChat

gbstrickland: RT @marshaegan: A4 Urgent emails "teach" workers they can't shut down inboxes, CAUSING 'em to allow interrupt'ns.  
#SmallBizChat

JDEbberly: A5 I keep my email boxes a low of incoming as possible #SmallBizChat

JDEbberly: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #SmallBizChat

cbruemmer: RT @JDEbberly: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #SmallBizChat

aussiechic: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #smallbizchat #SmallBizChat

smallbizchat: RT @marshaegan: A5 Commit 2 checking email infrequently. We rec 5 times daily. The more time, the fewer interruptions.  
#smallbizchat

CathyWebSavvyPR: RT @JDEbberly: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #SmallBizChat

JDEbberly: RT @marshaegan: A4 Urgent emails "teach" workers they can't shut down inboxes, CAUSING 'em to allow interrupt'ns.  
#SmallBizChat

selahsynergy: RT @marshaegan: A4 Businesses need to "get" the fact that managing email productivity can be a competitive advantage.  
#smallbizchat

smallbizlady: RT @marshaegan: A5 If it is urgent, or needed in less than 3 hours, pick up the phone or visit. #smallbizchat #SmallBizChat

CathyWebSavvyPR: @marshaegan but doesn;t the phoe present as much of an interruption? and what about checking Twitter too often? #SmallBizChat

smallbizlady: RT @marshaegan: A4 Businesses need to "get" the fact that managing email productivity can be a competitive advantage.  
#SmallBizChat

smallbizlady: Q6: So, once a person decides to take control of his or her e-mail, what is the next step? #SmallBizChat

CathyWebSavvyPR: A5 - Individuals can commit to paying attention to how they handle their email 4 one day, then 4 one week - keep a journal  
#SmallBizChat

JDEbberly: RT @smallbizlady: Q6: So, once a person decides to take control of his or her e-mail, what is the next step? #SmallBizChat

debbie\_steg: RT @smallbizlady: Q6: So, once a person decides to take control of his or her e-mail, what is the next step? #SmallBizChat

JDEbberly: @smallbizlady A6 End as many of the emails as you can. have them call you on iPhone #SmallBizChat

marshaegan: @CathyWebSavvyPR The ave person gets betw 80 and 150 emails aday. How many phone calls do you get? #smallbizchat

CathyWebSavvyPR: Q5 note in email journal # of interruptions, how often the need WAS actually urgent. whose emails pull you away rom work etc #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q6: So, once a person decides to take control of his or her e-mail, what is the next step? #SmallBizChat

marshaegan: A6 SORT email on UR schedule, not when"it" decides to "show up." #smallbizchat

JDEbberly: RT @marshaegan: A6 Look at checking email in a new way - go in to SORT, not "work" it. Then sort it outa ur inbox to a folder #SmallBizChat

selahsynergy: RT @marshaegan: A6 Look at checking email in a new way - go in to SORT, not "work" it. Then sort it outa ur inbox to a folder. #smallbizchat

debbie\_steg: great advice! RT @marshaegan: A6 SORT email on UR schedule, not when"it" decides to "show up." #smallbizchat #SmallBizChat

CathyWebSavvyPR: @marshaegan Good poitn - I'm jsut not sure that I want 80 calls a day either - but you did say to call ONLY if urgent/complex #SmallBizChat

JDEbberly: RT @marshaegan: A6 SORT email on UR schedule, not when"it" decides to "show up." #SmallBizChat

marshaegan: A6 Go from top to bottom, or bottom to top. Don't go to the next message til the 1st one is outa that inbox! #smallbizchat

smallbizchat: RT @smallbizlady: Q6: So, once a person decides to take control of his or her e-mail, what is the next step? #SmallBizChat

JDEbberly: RT @marshaegan: A6 Empty ur inbox every time u view it. Yes u can. But that's why u need to go in there only a few times a day #SmallBizChat

smallbizchat: RT @marshaegan: A6 Look at checking email in a new way - go in to SORT, not "work" it. Then sort it outa ur inbox to a folder. #smallbizchat

jdp23: @marshaegan for sorting in gmail, i find it useful to leave labeled items in my inbox until work them, them move 'em #smallbizchat

JDEbberly: RT @marshaegan: A6 Go from top to bottom, or bottom to top. Don't go to the next message til the 1st one is outa that inbox! #SmallBizChat

CathyWebSavvyPR: RT @jdp23: 4 sorting in gmail, i find it useful 2 leave labeled items in inbox until work them, them move 'em [agreed] #SmallBizChat

smallbizlady: Win a year of FREE coaching from Melinda Emerson "SmallBizLady" details <http://bit.ly/5VJ73S> #SmallBizChat

CathyWebSavvyPR: A6 I love gmail's label feature, but I've been tempted by they'll never delet me email - need to go thru huge# old ones #SmallBizChat

smallbizlady: Q7: Why is it important to get email under control? #SmallBizChat

debbie\_steg: RT @smallbizlady: Q7: Why is it important to get email under control? #SmallBizChat

smallbizlady: #Smallbizchat has a Facebook fan page <http://facebook.com/smallbizchat> Are you a fan yet? #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q7: Why is it important to get email under control? #SmallBizChat

smallbizlady: For more tips on small biz success subscribe to Melinda Emerson?s blog at <http://bit.ly/3x5Gm2> #SmallBizChat

JDEbberly: A6 If ppl call u on iPhone instead of email U, they lv msge and no interruptions bec U can silence iPhone #SmallBizChat

JDEbberly: RT @smallbizlady: For more tips on small biz success subscribe to Melinda Emerson?s blog at <http://bit.ly/3x5Gm2> #SmallBizChat

JDEbberly: RT @CathyWebSavvyPR: RT @smallbizlady: Q7: Why is it important to get email under control? #SmallBizChat

JDEbberly: A7 It's important to get email under control bec emails can quickly build into 1000s in days #SmallBizChat

smallbizlady: Q8: Once we choose to check the e-mail only a few times daily, how do we handle all those e-mails? #SmallBizChat

JDEbberly: RT @yourjobmyoffice: A7 Time=Money. Unproductive is unpaid when you are a biz owner. #SmallBizChat

JDEbberly: RT @marshaegan: A7 There's more to life than email! It is only a part of our life. It is a tool, not a living thing #SmallBizChat

jdp23: A7: not to sound like a broken record but i think a lot of people underestimate how much STRESS email causes #smallbizchat

debbie\_steg: RT @smallbizlady: Q8: Once we choose to check the e-mail only a few times daily, how do we handle all those e-mails? #SmallBizChat

JDEbberly: RT @smallbizlady: Q8: Once we choose to check the e-mail only a few times daily, how do we handle all those e-mails? #SmallBizChat

smallbizlady: R U Thinking about starting a biz? 10 Things To Do Before Going Into Business <http://bit.ly/4QHlC0> #SmallBizChat

marshaegan: A8 Drag impmt action stuff to folder "Action A," and less impmt stuff to "Action B" But u're not done. #smallbizchat

aussiechic: I use folders and store most of my email there or read and delete. I aim to deal with in my scheduled time & "train" clients #SmallBizChat

CathyWebSavvyPR: A7 getting email unde control helps get your work under control, which helps keep you lfe/work balance in check? #SmallBizChat

selahsynergy: RT @JDEbberly: A7 Its important to get email under control bec emails can quickly build into 1000s in days |Amen! Been there! #smallbizchat

JDEbberly: RT @marshaegan A8 Decide to delete, save, or take action. Create 2 action fldrs, one 4 impmt stuff, another for less impmt stuff #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q8: Once we choose to check the e-mail only a few times daily, how do we handle all those e-mails? #SmallBizChat

JDEbberly: RT @marshaegan: A8 Drag impmt action stuff to folder "Action A," and less impmt stuff to "Action B" But u're not done. #SmallBizChat

smallbizchat: RT @smallbizlady: Q8: Once we choose to check the e-mail only a few times daily, how do we handle all those e-mails?  
#SmallBizChat

SusannaSpeier: I keep my Hotmail account 4 spam deflection purposes, hoping it'll absorb all the extraneous exo-galactic goo. As IF!  
#SmallBizChat

JDEbberly: RT @CathyWebSavvyPR A7 get email under control helps get ur work under control, which helps keep you lfe/work balance in check? #SmallBizChat

aussiechic: By train I mean make people aware of when I communicate by email. When I am working for client I turn all comms off  
#SmallBizChat

Olalah: Rt @MarshaEgan A6 Empty ur inbox every time u view it. Yes u can. But that's why u need to go in there only a few times a day.  
#smallbizchat

aussiechic: RT @JDEbberly: A6 If ppl call u on iPhone instead of email U, they lv msge and no interruptions bec U can silence iPhone  
#SmallBizChat

JDEbberly: RT @marshaegan: A8 Set a reminder to go in and grab that item u dragged, then let reminder remind u. U'll know where find it.  
#SmallBizChat

CathyWebSavvyPR: @SusannaSpeier A8 yes, I also keep a separate email account for the newsletters and groups I'm in - check it 2-3 x per week  
#SmallBizChat

yourjobmyoffice: @SusannaSpeier exo-galactic goo -- catchy! #smallbizchat

smallbizlady: RT @MarshaEgan A6 Empty ur inbox every time u view it. Yes u can. But that's why u need to go in there only a few times a day.  
#SmallBizChat

JDEbberly: RT @ICT\_GURU Love the Flag feature in MS Outlook. Helps me categorise emails into whatever I want and deal w them later or now #SmallBizChat

CathyWebSavvyPR: RT @JDEbberly: A6 If ppl call u on iPhone instead of email U, they lv msge and no interruptions bec U can silence iPhone  
#SmallBizChat

JDEbberly: RT @marshaegan: Try this 40 question assessment of your email practices, both incoming and outgoing. <http://bit.ly/84joF6>  
#SmallBizChat

debbie\_steg: @CathyWebSavvyPR I keep separate accounts for diff groups too #SmallBizChat

JDEbberly: RT @aussiechic: By train I mean make people aware of when I comm by email. When I working for client I turn all comms off  
#SmallBizChat

JDEbberly: RT @debbie\_steg: @CathyWebSavvyPR I keep separate accounts for diff groups too #SmallBizChat

SusannaSpeier: @CathyWebSavvyPR What sort of label system do you use for emails? #SmallBizChat

aussiechic: RT @JDEbberly: RT @ICT\_GURU Love the Flag feature in MS Outlook. Helps me categorise emails #SmallBizChat

JDEbberly: RT @SusannaSpeier: @CathyWebSavvyPR What sort of label system do you use for emails? #SmallBizChat

CathyWebSavvyPR: catch @smallbizlady's 1st guest column 4 @smallbiztrends Will 2010 be the year of Start-Up America? <http://bit.ly/a18UPR>  
#SmallBizChat

debbie\_steg: RT @SusannaSpeier: @CathyWebSavvyPR What sort of label system do you use for emails? #SmallBizChat

smallbizlady: By how social media play in sorting email because half of my inbox is comments and follow discussions from social media?

#SmallBizChat

JDEbberly: RT @CathyWebSavvyPR: @SusannaSpeier A8 yes, I also keep a sep email acct for newsletters/groups I'm in - ck it 2-3 x per wk

#SmallBizChat

marshaegan: Inboxes hold tasks, info, and requests by others... Whether Soc Media or email, it still can b sorted into the right priority.

#smallbizchat

smallbizlady: My first book: Become Your Own Boss in 12 Months now available for pre-order on Amazon <http://bit.ly/6SteEn> in stores Mar.18th

#SmallBizChat

JDEbberly: RT @CathyWebSavvyPR @smallbizlady's 1st guest column 4 @smallbiztrends Will 2010 b yr Start-Up America?

<http://bit.ly/a18UPR> #SmallBizChat

gbstrickland: RT @JDEbberly: RT @aussiechic: Make people aware of when I comm by email. When working for client I turn all comms off

#SmallBizChat

CathyWebSavvyPR: @JDEbberly @debbie\_steg I use Gmail - I us prefixes - BI=Blog, CL=Client, Pers=personal, then from there - CI-Fred=client-Fred

#SmallBizChat

JDEbberly: RT @smallbizlady: By how social media play in sorting email because half of my inbox is comments & follow discos from soc med?

#SmallBizChat

marshaegan: It's all read, do, save, and/or delete. You can use RULES to move things into folders, and grab them later. #smallbizchat

CathyWebSavvyPR: I just wish Gmail allowed you to turn an email into a calendar appointment with one or two clicks #SmallBizChat

JDEbberly: RT @smallbizlady My 1st book: Become Your Own Boss in 12 Ms avail for pre-order on Amazon <http://bit.ly/6SteEn> stores Mar.18th

#SmallBizChat

smallbizlady: RT @marshaegan Inboxes hold tasks, info & requests. Whether Soc Media or email, it still can b sorted into the right priority.

#SmallBizChat

SusannaSpeier: @CathyWebSavvyPR A8 #SmallBizChat I try having a sep linkedin box. So many emails come outta it, tho. Still too much to handle.

Suggestions?

JDEbberly: RT @marshaegan: Inboxes hold tasks, info, and requests by others Whether Soc Med/email, still can b sorted into right priority

#SmallBizChat

JDEbberly: RT @marshaegan: It's all read, do, save, and/or delete. You can use RULES to move things into folders, and grab them later

#SmallBizChat

smallbizlady: Q9: So Marsha, Where do we move all these messages? #SmallBizChat

gbstrickland: RT @marshaegan: It's all read, do, save, and/or delete. Use RULES to move things into folders, and grab them later.

#SmallBizChat

aussiechic: @CathyWebSavvyPR - only a matter of time before Gmail allows calendar bookings #SmallBizChat

smallbizlady: RT @marshaegan: It's all read, do, save, and/or delete. You can use RULES to move things into folders, and grab them later

#SmallBizChat

CathyWebSavvyPR: @marshaegan My prob: if it is in a folder, I forget about it, but you'd say, put it on task list & would get seen there! #SmallBizChat

JDEbberly: RT @smallbizlady: Q9: So Marsha, Where do we move all these messages? #SmallBizChat

JDEbberly: Fingers really cramping from trying to keep up with this Chat lol #SmallBizChat

smallbizlady: RT @marshaegan: A9 Create folders to hold no action items. We call these reference folders. #SmallBizChat

JDEbberly: RT @marshaegan: A9 Create folders to hold no action items. We call these reference folders #SmallBizChat

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aussiechic: RT @marshaegan: A9 Create folders to hold no action items. We call these reference folders. #smallbizchat #SmallBizChat

CathyWebSavvyPR: @SusannaSpeier you can control how often you get LinkedIn group emails - make them weekly, not daily? #SmallBizChat

debbie\_steg: @CathyWebSavvyPR great idea! #SmallBizChat

CathyWebSavvyPR: @aussiechic there is a calendar feature - it's just not hooked up to Gmails email the way I want it to be :-~) #SmallBizChat

JDEbberly: SmallBizChat tonight's REALLY keepin' me on my toes #SmallBizChat

JDEbberly: RT @marshaegan: A9 As u SORT the new stuff in ur inbox, apply the "2 minute rule." If it takes less than 2 min, handle it. #SmallBizChat

debbie\_steg: @CathyWebSavvyPR I check in weekly w/o emails being sent - keeps it out of my inbox #SmallBizChat

JDEbberly: RT @CathyWebSavvyPR: @aussiechic there is a calendar feature - it's just not hooked up to Gmails email way I want it to be :-~) #SmallBizChat

JDEbberly: RT @debbie\_steg: @CathyWebSavvyPR I check in weekly w/o emails being sent - keeps it out of my inbox #SmallBizChat

CathyWebSavvyPR: RT @rickross10 "handle all those e-mails?" Direct mail 2prioritized folders Ex: Client(high), Retail promos(low) Rd hi 2 low #SmallBizChat

JDEbberly: RT @marshaegan: A9 If it will take more than 2 min, drag it to an action folder. Avoid becoming distracted w non-urgent items #SmallBizChat

JDEbberly: RT @jdp23: i find filters particularly valuable for sorting the social media-generated email #SmallBizChat

CathyWebSavvyPR: @JDEbberly good idea #SmallBizChat

aussiechic: Great advice from #smallbizchat on how to detox your email

CathyWebSavvyPR: @SusannaSpeier welcome to the chat #SmallBizChat

CathyWebSavvyPR: @SusannaSpeier welcome to the chat ! #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q9: So Marsha, Where do we move all these messages? #SmallBizChat

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CathyWebSavvyPR: RT @aussiechic: Great advice from #smallbizchat on how to detox your email #SmallBizChat

smallbizchat: RT @aussiechic: Great advice from #smallbizchat on how to detox your email

ICT\_GURU: RT @CathyWebSavvyPR I just wish Gmail allowed you to turn an email into a calendar appointment with one or two clicks #SmallBizChat

JDEbberly: RT @aussiechic: Great advice from #smallbizchat on how to detox your email #SmallBizChat

CathyWebSavvyPR: .@rickross10 Welcoem to the chat - good info/idea #SmallBizChat  
 JDEbberly: RT @CathyWebSavvyPR I just wish Gmail allowed you to turn an email into a calendar appointment with one or two clicks #SmallBizChat

CathyWebSavvyPR: @ICT\_GURU I'll have to go into Gmail labs and suggest it - or maybe we all shoud do so - then they'd listen! #SmallBizChat

JoelFoner: Merlin Mann's "How To Get To Inbox Zero" presentation at Google <http://bit.ly/coOJut> (good talk if you haven't seen it) #smallbizchat

jdp23: RT @CathyWebSavvyPR I just wish Gmail allowed you to turn an email into a calendar appointment with one or two clicks #smallbizchat

JDEbberly: RT @CathyWebSavvyPR: @ICT\_GURU I'll have to go into Gmail labs & suggest it - maybe we all shoud do so - then they'd listen! #SmallBizChat

JDEbberly: @CathyWebSavvyPR Power to the People!!! #SmallBizChat

debbie\_steg: @CathyWebSavvyPR if we all make the suggestion at Gmail labs I bet they'd add that function #SmallBizChat

JDEbberly: RT @JoelFoner: Merlin Mann's "How To Get To Inbox Zero" prezo at Google <http://bit.ly/coOJut> (good talk if u haven't seen it) #SmallBizChat

CathyWebSavvyPR: here are some really great Gmail tips! [www.google.com/mail/help/tips.html](http://www.google.com/mail/help/tips.html) #SmallBizChat

yourjobmyoffice: RT @JoelFoner: Merlin Manns "How To Get To Inbox Zero" presentation at Google <http://bit.ly/coOJut> #smallbizchat

CathyWebSavvyPR: RT @JoelFoner: Merlin Mann's "How To Get To Inbox Zero" prezo at Google <http://bit.ly/coOJut> (good talk if u haven't seen it) #SmallBizChat

debbie\_steg: RT @CathyWebSavvyPR: here are some really great Gmail tips! [www.google.com/mail/help/tips.html](http://www.google.com/mail/help/tips.html) #SmallBizChat

jdp23: @CathyWebSavvyPR @JDEbberly we will certainly think about easy mail-to-calendar entry feature for @qworky, great suggestion #smallbizchat

JDEbberly: RT @CathyWebSavvyPR: Here are some really great Gmail tips! <http://www.google.com/mail/help/tips.html> #SmallBizChat

CathyWebSavvyPR: @JoelFoner welcoem - glad you got the work done and can join us #SmallBizChat

JDEbberly: RT @jdp23: @CathyWebSavvyPR @JDEbberly we will certainly think about easy mail-to-calendar entry feature for @qworky, grt sugg #SmallBizChat

smallbizlady: Q10: What about blackberrys and iphones? #SmallBizChat

JDEbberly: RT @smallbizlady: Q10: What about blackberrys and iphones? #SmallBizChat

CathyWebSavvyPR: RT @smallbizlady: Q10: What about blackberrys and iphones? #SmallBizChat

marshaegan: A10 Blackberrys and smart phones tempt us with constant connection. Once again, this is up to u to set ur boundaries. #smallbizchat

aceconcierge: RT @smallbizlady: RT @marshaegan Inboxes hold tasks, info & requests. Whether Soc Media or email, it still can b sorted into the right priority. #SmallBizChat

debbie\_steg: RT @smallbizlady: Q10: What about blackberrys and iphones? #SmallBizChat

JDEbberly: A10 You can turn the sound off on your iPhone, reducing distractions in office. #SmallBizChat

JDEbberly: RT @marshaegan: A10 Blackberrys and smart phones tempt us w const connection. Once again, this is up to u to set ur boundaries #SmallBizChat

aussiechic: RT @JDEbberly: A10 You can turn the sound off on your iPhone, reducing distractions in office. #SmallBizChat

JDEbberly: Man I just LOVE MY iPhone SO much!!! :) :) :) #SmallBizChat

marshaegan: A10 Remember, YOU're the one who has control of the "off" button. #smallbizchat

CathyWebSavvyPR: In Gmail - go into more (top) labs, enable signature & title tweaks, undo send & Forgotten Attachment Detector #SmallBizChat

CathyWebSavvyPR: RT @marshaegan: A10 Remember, YOU're the one who has control of the "off" button. #smallbizchat #SmallBizChat

debbie\_steg: RT @marshaegan: A10 Remember, YOU're the one who has control of the "off" button. #smallbizchat #SmallBizChat

JDEbberly: RT @marshaegan: A10 Remember, YOU're the one who has control of the "off" button #SmallBizChat

smallbizlady: Did you miss my 1st guest column for @smallbiztrends Will 2010 be the year of Start-Up America? <http://bit.ly/a18UPR> #SmallBizChat

marshaegan: A11 Let's recognize that emailing is a habit that CAN be changed. It takes focused attn 4 at least a mo. u ready to begin? #smallbizchat

aussiechic: RT @CathyWebSavvyPR: RT @marshaegan: A10 Remember, YOU're the one who has control of the "off" button. #smallbizchat #SmallBizChat

JDEbberly: RT @marshaegan A11 Let's reco that emailing is habit that CAN be chgd. Takes focused attn 4 at least a mo. u ready to begin? #SmallBizChat

CathyWebSavvyPR: RT @marshegan Try this 40 question review of yr email practices, incoming/outgoing. <http://bit.ly/84joF6> #smallbizchat #SmallBizChat

JDEbberly: RT @smallbizlady Q11 What is your best advice for all of our chatters to manage your e-mail better? #SmallBizChat

marshaegan: Smallbizchat is going to giveaway 2 of my books 2night - Inbox Detox - to 1 of the next 50 flwrs and 1 - follower. #smallbizchat

marshaegan: For more on the book, Inbox Detox - <http://eganemailsolutions.com/inboxdetox.html> #smallbizchat

JDEbberly: RT @marshaegan: For more on the book, Inbox Detox - <http://eganemailsolutions.com/inboxdetox.html> #SmallBizChat

aussiechic: RT @marshaegan: For more on the book, Inbox Detox - <http://eganemailsolutions.com/inboxdetox.html> #smallbizchat #SmallBizChat

smallbizlady: Join @Marshaegan for a 1 hour live teleseminar tomorrow, 1/28 at 3:00 EST for the 12 Steps live:<http://bit.ly/5xuKdl> #SmallBizChat

JDEbberly: Alright folks - Gotta run - see ya later - see you next week! Nice prez @MarshaEgan @smallbizlady and everyone else! #SmallBizChat

smallbizlady: Thank you to @cathywebsavvypr my co-host and social media PR pal. #SmallBizChat

marshaegan: @JDEbberly Thanks muchly! #smallbizchat

smallbizlady: For more tips on small biz success subscribe to Melinda Emerson?s blog at <http://bit.ly/3x5Gm2> #SmallBizChat

yourjobmyoffice: Sonia here. Virtual assistant, transcript scratcher and new blogger <http://yiddishology.com/> also @yiddishology #smallbizchat

debbie\_steg: RT @smallbizlady: For more tips on small biz success subscribe to Melinda Emerson?s blog at <http://bit.ly/3x5Gm2> #SmallBizChat

marshaegan: Smallbizchat is going to giveaway 2 of my books 2night - Inbox Detox - to 1 of the next 50 flwrs and 1 - follower. #smallbizchat