

February 2003

An e-newsletter for those seeking new ways to work and live wisely in evolving workplaces

“There is more to life than increasing its speed.” Mohandas K. Gandhi

Telework Tip

Now that more than 40 million Americans work from home to varying degrees, it's important to remember some of the fundamental keys to telework success. An often-overlooked aspect of home-based work is home office safety. This involves issues such as office design/layout, ergonomic considerations, security, and insurance, to name a few. For those working in a home office – or for those who manage home-based employees – take care to address the relevant safety issues involved. Consult our free **“Home Office Safety Checklist”** for a quick overview of safety considerations or order a copy of **“101 Tips for Telecommuters”** which includes tips such as Be Your Own OSHA Inspector; Design Your Office for Good Health; Take Your Children to Work Guidelines; Protect Your Equipment (and Your Livelihood); Which Chair to Buy (When You'd Really Rather Have a Recliner); and Electrify Your Telecommuting Experience. For a more information on home office safety issues:

- ▶ Visit the **“Health, Safety & Telework”** page on the Canadian Telework Association website <http://www.ivc.ca/health.html - cancer>
- ▶ Check out Jeff Zbar's book, **“Safe@Home: Seven Keys to Home Office Security”** <http://www.goinsoho.com/safe@home.html>

DOT CALM-mentary

When we conducted our research for the book, **“Dot Calm: The Search for Sanity in a Wired World,”** it was clear that all of us are becoming increasingly overwhelmed by the combined volume of e-mail and voice mail we receive daily. We heard from people who receive anywhere from 20 to 300 e-mails each day! Many of our survey participants reported failure to manage (or feel like they're managing) their e-mail load, regardless of the tools, hints, filters or other mechanisms available. This is especially true for those whose jobs involve significant amounts of time for traveling or meetings.

It occurs to us that all the e-mail (actual email, not spam) comes from someone. Somewhere, someone is generating e-mails, sending copies to numerous people, and attaching lengthy documents that further compound the problem. As we reflected on it (and to paraphrase *Pogo*), we realized that *the someone is us!* Each of us who complains about being overwhelmed by e-mail also uses email, sends emails, and contributes to the ever-growing virtual stack of e-mails.

To that end, we've developed some principles to work by regarding e-mail that should simplify all of our lives:

- Don't send an e-mail if a phone or face-to-face interaction is better and quicker.
- Be **extremely** selective about who is sent your e-mail. Don't cc: the world!
- Provide clear, descriptive subject lines so that the reader knows immediately whether to read or delete.
- If you send attachments, your e-mail message should contain an executive summary of the attachment and reason(s) the recipient should read it.
- Be brief. (Short and sweet is always appreciated in e-mail.)

News of Note

The American Business Collaboration for Quality Dependent Care has published a study on the extent and nature of off-site work today. View the executive summary of their report, "[When the Workplace is Many Places](#)"

For a contrarian view of the impact of email, check out the "[Email at Work](#)" Report released in December by the Pew Internet & American Life Project

ALLearnatives News

Debra Dinnocenzo recently presented a cyberseminar for WorldCom. If you missed it, good news! – you can still view the replay of "[Achieving Work-Life Balance in the Information Age](#)"

The book, "[Dot Calm: The Search for Sanity in a Wired World](#)" was just released in Spanish, and we're expecting the German edition soon. "[101 Tips for Telecommuters](#)" is available in Dutch. Also, the companion guide for managers, "[Managing Telecommuters](#)" is now available on our website.

An array of timely keynotes, presentations, seminars and web events are available from ALLearnatives. Check out our [presentations e-brochure](#) for a list of sample topics.

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