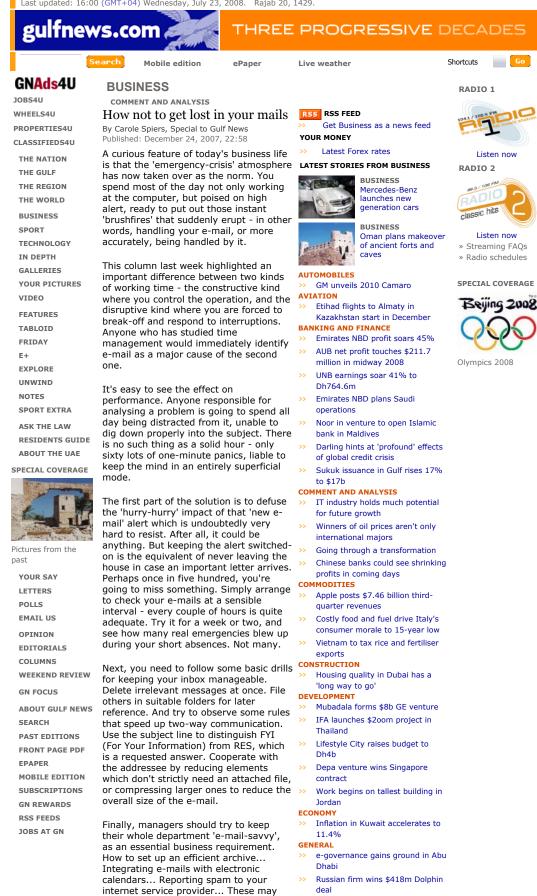
Last updated: 16:00 (GMT+04) Wednesday, July 23, 2008. Rajab 20, 1429.



HOTEL & TOURISM

seem like minor issues, but all put

together, they significantly speed and streamline the conduct of daily business.

You may rate e-mail management important enough to warrant an external training course. More likely, you'll settle for in-house seminars, either with a consultant trainer or one of your HR people.

As well as improving performance, these interventions will also put you confidently >> in command of your e-mail programme, and eliminate unnecessary worry and artificial pressure.

## **Key points: E-mail routines**

- Resist the temptation to treat that 'new e-mail' alert as a crisis.
- Acquire the simple drills that keep your inbox manageable.
- E-mail management should be treated as formal business training.

The writer is a BBC broadcaster and motivational speaker, with 20 years' experience as CEO of Carole Spiers Group, an international stress consultancy based in London.

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