



IDEAS FOR EMAIL AND PHONE POLICIES

- On your calendar, block off time to answer emails and respond to phone calls.
 - 30 minutes at the start and end of each day
 - 1 hour every morning
- Return phone calls and emails in a 24 -48 hour period.
- If applicable, work with your assistant or receptionist on how to respond to calls.
 - Forward them all to your voicemail.
 - Forward them all directly to you.
 - Have them IM you who is on the line.
 - Always take a message – that message is to be delivered by text and/or post-it note.
 - Designate someone in the office (if possible) to handle all or certain calls while you are out (on vacation, at trial, getting CLE, etc.).
- Be vigilant about updating your out-of-office messages both in email and by phone.
- Acknowledge receipt of documents from clients and from opposing counsel; give them an idea of how long it will take you to review and respond; add that to your calendar.
- Discipline yourself to re-read your emails before sending.
 - Make sure you're not sharing sensitive information, especially in forwards.
 - Do you mean to reply all?
 - Check your spelling, grammar and tone.
 - No lengthy replies using your phone.
- What else do you do? Share what works for you:
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