

Email Triage Summary

The email Triage model is a helpful way to think about managing email and staying focused on priority items. The model uses the following coding system to help you keep your email inbox empty.

| Category | Description | Action Plan |
|---|---|--|
| White - Dismiss | No action needed by me. | Delete or file the email for reference. |
| Green - Minimal effort | The action required will take me less than 2 minutes. | Respond to the email now and delete or file it. |
| Yellow - Important but not urgent | The action required will take me some time, but it's not more important than things on my list for the current week. | Move the email to a file that you will look at during your next weekly planning session. |
| Orange - Important and fairly urgent | The action required will take me some time and it can't wait until next week, however, it can wait until tomorrow. | Move the email to a file that you will look at during your next daily Prioritization session and continue with today's work. |
| Red - Highly important and highly urgent | The action require will take more than 2 minutes AND it's more important/urgent than things currently on my schedule. | Adjust your schedule to make time to address the email item today or this week. |