

Apply the L-factor

Tim Sanders on "How to Be Kind in E-mail":

"Never send e-mail when you're mad. You put it in the send later folder and you sleep on it. You can hold it for 12 hours, because you are going to wake up and delete it the next day."

"Don't copy Dad. When you have a disagreement at work, and you think you are being strategic by carbon copying that person's boss or their grandboss, you're being emotionally stupid. The boss or grandboss, nine out of 10 times, deletes it without reading it, but the person who you went over their head will remember it till the day they die."

"Stamp out reply-to-all. It's Neanderthal. It's aggressive. It's lazy. Twenty-five people get an e-mail about a meeting at 10:30 and the most important person always hits reply-to-all: 'Works great for me.' Then everybody starts to do the same



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thing. Reply-to-all is a disease inside a company."

"Bosses of the world, don't ever send an e-mail to your employees after hours, on the weekends or during holidays. Put it in your send later or draft folder and send it the next day when other people are working. Because when someone gets an e-mail at 2:30 (a.m.) from the big boss, you create a culture. And that culture says you should feel guilty when you go home at 7 o'clock to be with your wife and kids."

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