

Response Window Policies

There are tradeoffs that come with trying to be “always immediately available”. When we return every email the moment it is received, when we answer every phone call the moment it comes in, we are trading off time that was planned for high priority work to deal with the immediate. Genuine emergencies aside, this reactive priority management style leads to lack of prioritization, and little focus on high-value work.

Brain surgeons and a handful of other professionals genuinely need to be available 24x7. The rest of us can benefit from creating policies for how we will manage our incoming email, voicemail, texts, etc.

NOTE: Response windows currently in use may have been created to deliver timeframes set forth in a service level agreement (SLA) with customers or providers. Be sure to discuss your proposed policies and your plan for implementation with your manager and peers before you begin to use and share,

COLLECTION POINT	HOW QUICKLY ARE RESPONSES NEEDED OR REQUIRED?	HOW WILL I COMMUNICATE THIS? (I.E. INCLUDE IT IN MY OUTBOUND VOICEMAIL MESSAGE? SET AN OUT OF OFFICE MESSAGE IN MY EMAIL?)
Email		
Phone – Office		
Phone – Cell		
Text Messages		
Linked in		
Facebook		
Twitter		
Blog Responses		

In case of emergency, I prefer to be contacted this way:
