

# Online Media Kit

Peggy Duncan, author

**Conquer Email Overload with Better Habits,  
Etiquette, and Outlook Tips and Tricks**

## *What's Inside*

- Available for Interview sheet with book background, suggested topics, and author bio.
- Original media release sent on book and seminar series.
- Article by Peggy Duncan with tips from book.
- Author photos – [click here](#).
- Cover artwork – [click here](#).
- Full online bio – [click here](#).

Thank you for your interest. Please contact Peggy Duncan directly to save time at 770-907-8868, or email [peggy@duncanresource.com](mailto:peggy@duncanresource.com).

# AVAILABLE FOR INTERVIEW

## Conquer **Email Overload**

Did you know that 69 percent of your audience experiences stress caused by email overload? And SPAM can account for 32 percent of the problem.

**PEGGY DUNCAN is an organization, time management, and Outlook expert. She offers solutions to reducing email overload your audience can use NOW!**

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An overflowing Inbox represents unfinished work, missed deadlines, and broken promises. Duncan asserts that it's not the new messages coming in that are the problem, but rather the mess that's already there. She will share with your audience tips and strategies she's gathered from individual client sessions and from the most frequently asked questions during her seminars.

Email does not have to be a burden. It is a communication tool built to maximize your productivity. You just have to use the right tool the right way.

### **DISCUSSION POINTS**

- How being disorganized increases email overload and what to do about it.
- The biggest mistake people make in dealing with email.
- What to do if you have thousands (or hundreds) of messages in your Inbox.
- How to determine what to keep and what to delete.
- Three things the audience can do today to free themselves of email overload.
- Getting rid of SPAM. Or can you? Yes, and government is not the answer!
- Outlook tips and tricks that make it your best software choice.
- Ending jokes, prayers, and chain letters from people you know.
- Email etiquette: do's and don't.

**CREDENTIALS:** Peggy Duncan is an organization, time management, and Outlook expert. She was formally trained at IBM, and has helped busy people become more productive since 1997 as CEO of Duncan Resource Group, Inc. Major corporations such as Genentech, Inc., AGL Resources, Inc., and Georgia-Pacific have benefitted from her expertise, as well as readers of publications including *O*, the Oprah Magazine, *Fitness*, *Essence*, and *Black Enterprise*. Peggy has authored three books on organization, time management, and technology. Her latest is *Conquer Email Overload with Better Habits, Etiquette, and Outlook Tips and Tricks* [PSC Press 2004]. Peggy is also a former radio and TV show co-host, and is a lively, energetic guest who makes learning technology fun and exciting.

**AVAILABILITY:** Atlanta, nationwide by arrangement, and via telephone and the Web. Available at last minute.

**CONTACT:** Peggy Duncan is available at 770-907-8868, or [peggy@duncanresource.com](mailto:peggy@duncanresource.com). She's on the Web at [www.peggyduncan.com](http://www.peggyduncan.com). **When booking Peggy, ask for a copy of her latest book, *Conquer Email Overload with Better Habits, Etiquette, and Outlook Tips and Tricks*.**



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### **Solutions for SPAM, email overload, and the stress they cause from time management and Outlook expert**

ATLANTA GA (June 20, 2004) Time management expert, Peggy Duncan, has declared war on SPAM, email overload, and the stress they cause with a new book, live seminars, and Web events.

In her new book, *Conquer Email Overload with Better Habits, Etiquette, and Outlook Tips and Tricks*, Duncan explains that the problem with email overload is not the new messages coming in every day, but rather the mess that's already there.

It's not uncommon for people to have hundreds or thousands of messages in their Inboxes. They're keeping them because they opened them and didn't do anything with them; they're using their Inbox as a to do list and calendar; they didn't think the messages were important enough to open but are keeping them just in case; or they think they could possibly use them as evidence later (CYA).

"People often don't realize the stress caused by an overflowing Inbox. Every time they open the Inbox, they see more unfinished work, more demands on their time, and more missed deadlines and broken promises. This easily leads to stress and lower morale," Duncan says.

Duncan advises people to set up a meeting with their Inbox to clean it out. Their goal should be to always see the last message in their Inbox without scrolling. The process involves getting organized so they can find answers fast and turbo-charging the Inbox to make the software do a lot of the work.

Email overload is a hot topic and is a problem at all levels, from the administrative assistant to the top executive. With the success of two seminars in Atlanta, Duncan has more planned for Research Triangle Park and Washington, DC. To reach more people, she'll start conducting eSeminars in real time via the Web in July. In February 2005, she'll take to the sea and present the topic on a cruise to the Bahamas as part of the Possible Woman Leadership series.

Duncan, whose time management expertise was recently featured in *O, the Oprah Magazine*, is CEO of Duncan Resource Group, Inc., with offices in Atlanta, Georgia and Washington, D.C. Since 1997, her productivity firm has helped busy professionals work smarter by improving their organization, time management, and technology skills. She has written two previous books on her training topics, and publishes a free, monthly online magazine.

For more information, visit [www.peggyduncan.com](http://www.peggyduncan.com) or call 770-907-8868.



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## **Conquer Email Overload with Outlook,** by Peggy Duncan

Every time you scroll through your Inbox, you're reminded of unfinished work, demands on your time, missed deadlines, and broken promises. And more messages keep piling in every day, with no end in sight.

### **If email overload is a problem, then UNLOAD!**

New messages coming in are not your problem, but rather the mess that's already there. If your Inbox is overflowing, schedule a meeting with it and clean it out. Deal with each message as you open it, and do something with it. Spend two-three hours (or however long it takes) with this until you finish. That is, when you can see the bottom of your Inbox without scrolling. Be brutal, and don't let anything stop you. Ignore the pager, the phone, and the knocks on the door. If you need to stop, schedule another meeting before you go on to something else.

#### **Here's How to do the Outlook Inbox**

**Organize everything you touch.** If you organize your paper, computer files, and your Inbox, you'll be able to find everything faster. Group like items together using folders and break them down with sub-categories when needed.

**Make it stop.** If you're getting jokes, newsletters, and any other information you don't have time for or don't want, ask people you know personally to stop. For the rest, fight SPAM through a good ISP who does a great job on the server side, and use good SPAM-blocking software for your computer. For my money, it doesn't get any better than SpamNet software, which represents a community of people fighting together ([www.cloudmark.com](http://www.cloudmark.com)). SpamNet has reduced at least 99 percent of the SPAM that was coming into my Inbox, and I didn't have to start a junk list from scratch to make it happen.



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**Learn Your Software.** Outlook has been developed to perform magic. But most people barely scratch the surface of its capabilities. Dig around in it, learn everything you can, and set the software up to do the work. Use your junk filters, drag and drop, create a database, and so much more.

**Delete brutally.** If you don't need to keep the information for legal reasons, or it's something you value, delete it. If you can get the information somewhere else, delete it. If you can live with the consequences of having trashed it and later need it, delete it. Bear in mind that eighty percent of things you file away will never be referred to again. (Holding down the Shift key when you press Delete removes the item from your computer instead of sending it to the Deleted Items folder.)

**Do the work if it's quick.** I'd say 2-5 minutes unless it's hot and absolutely must be done now! If you take longer than necessary because you can't type or write, learn how.

**Schedule time to do it later.** Schedule time to work on projects the same way you do meetings. Drag the message to your calendar, and set a date to do the work. Then delete the message from your Inbox. Or drag the message to your Tasks list, and set a reminder date.

**Note it on your to do list** (or drag to Tasks folder), **delete the message from the Inbox, and keep going.** Keep all your to do's in one place. I use a spiral notebook. I check off work as I do it, and highlight the work that still needs to be done.

**File it if you must.** Store documents either in one of your Inbox folders or a My Documents folder. But don't keep it just because someone sent it to you or just in case. In case what?

**Pend it and wait.** Pending does not mean something you're procrastinating about. You pend work because you need information that someone else has. Or there is some reason you can't start on the work. Drag the item to your Pending



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folder (you create it), set a calendar reminder to check the folder once a week, then delete the item from your Inbox. Or print the message, and put in your tickler file.

**Flag it for follow-up.** Flag it, set a calendar reminder, then move it out of your Inbox to your FollowUp folder (you create). If you're using Outlook 2003, once you flag the message, it'll automatically move into a FollowUp folder. Always set a reminder date.

**Delegate it, then follow up.** If you're fortunate enough to have someone you can delegate work to, send the message as a Task Request email instead of a regular email. This adds the request to your Tasks list automatically.

**Print it if you must.** Print emails only if you absolutely have to. Printing adds to clutter faster than you think. Create a system and a home for the paper once it's printed, and that home is not a pile on your desk.

Whew! You did it! You can see the bottom of your Inbox without scrolling. Now you have to develop a routine for checking your email once or twice a day. You're going to start using your Inbox for temporary storage only, and will continue to do something with every message as you open it. Now it's time to celebrate!

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Peggy Duncan is the author of **Conquer Email Overload with Better Habits, Etiquette, and Outlook Tips and Tricks**. For more information on her seminars on land, at sea, and on the Web, visit [www.peggyduncan.com](http://www.peggyduncan.com) or call 770-907-8868.