University College Dublin
IT Services – Seirbhísí TF

Digital Office

Conquer Email Overload: Gmail tips to master your inbox

Enterprise Applications Group (EAG), UCD IT Services

Agenda

- Digital Office initiative
- Email Overload and best practices to reduce this
- Gmail features to help combat overload
- Resources and support

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Digital Office

A toolkit of UCD IT Services resources covering three themes:

- Collaborating
- Time management and calendaring
- File storage and sharing

'Common tools for common tasks'

- Save time and reduce volume of emails
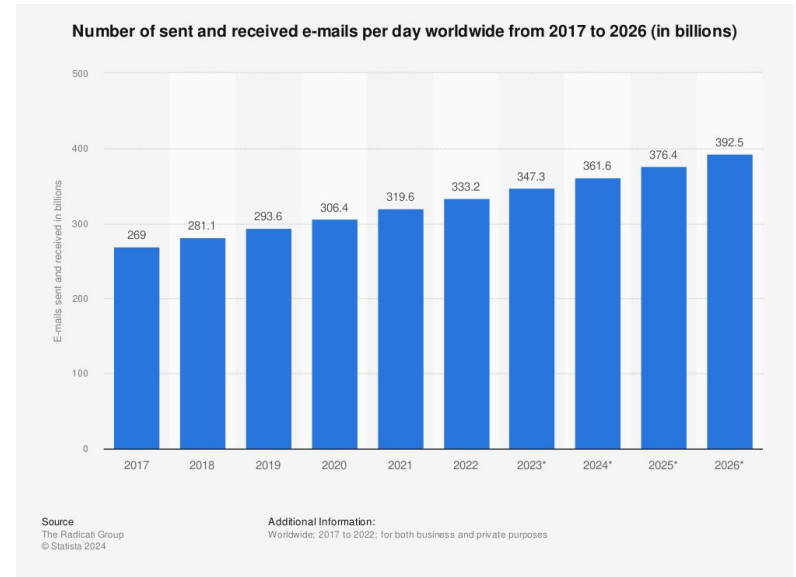- University IT and data security

Community on Google Chat open to all staff

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Email Overload

- **4.258 billion** active email users worldwide (2022)
- More than **3.13 million emails** sent every second
- **28%** of the average work day spent reading and answering email

- Numbers only increasing
  - Overwhelming backlog of incoming messages in all our email inboxes
  - Tools and strategies needed to manage this

Number of sent and received e-mails per day worldwide from 2017 to 2026 (in billions)

Year	E-mails sent and received in billions
2017	269
2018	281.1
2019	293.6
2020	306.4
2021	319.6
2022	333.2
2023*	347.3
2024*	361.6
2025*	376.4
2026*	392.5

Source
The Radicati Group
© Statista 2024

Additional Information:
Worldwide; 2017 to 2022; for both business and private purposes

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Source: statista.com

General best practices: reduce email overload

- Strategies to prioritise email
    - **2 minute rule** for quick responses
    - **Delegate or defer** non urgent emails
    - Set aside **dedicated time** to check and respond to emails
    - Use **clear and concise** subject lines and email body

- Tips to reduce email volumes
    - **Unsubscribe** from newsletters and promotional emails
    - Limit the use of '**Reply all**'
    - Use the '**Mute**' feature for unimportant conversations
    - Set your **out of office** when away (Google will prompt senders re upcoming ooo)

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Gmail features to combat email overload

1. Inbox tabs

2. Starring

3. Templates

4. Schedule send and snoozing

5. Archiving, muting and deleting

Deep dive on:

- Filters
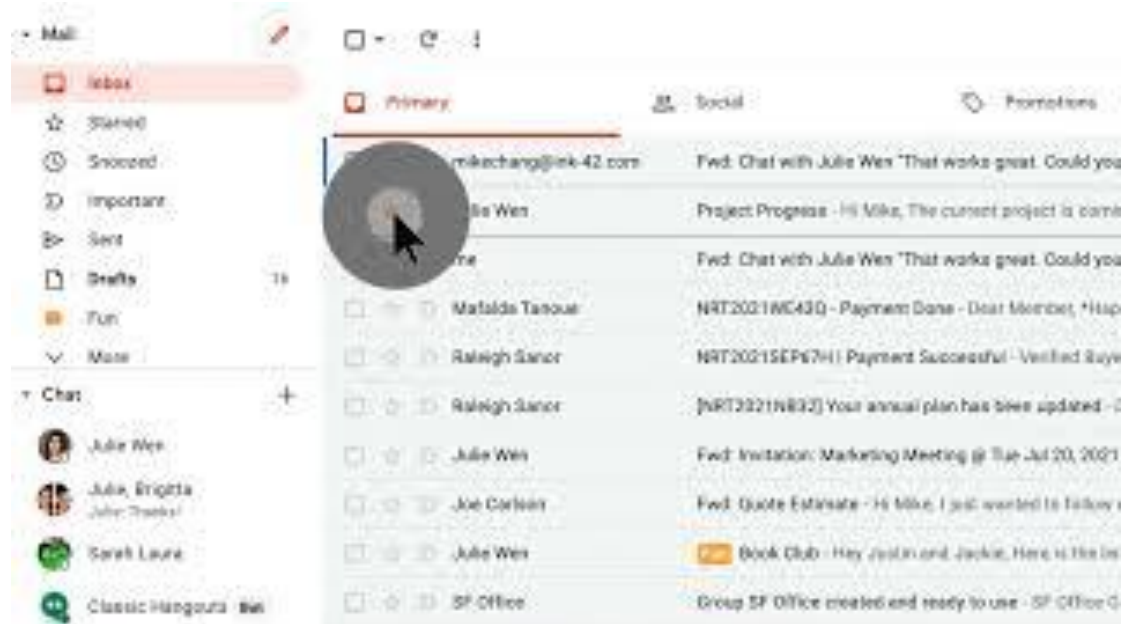- Labels (folders)

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1.Inbox tabs

[Choose your inbox type (Google Help)](#)

[Add or remove inbox categories & tabs in Gmail (Google Help)](#)

2. Stars

[Starring emails in Gmail (Google Help)](#)

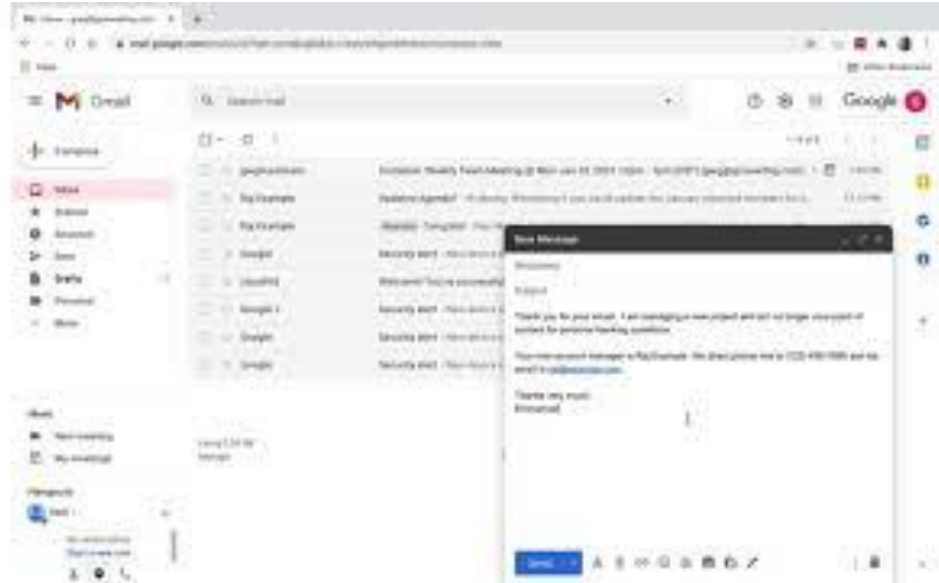www.ucd.ie/digitaloffice

3. Templates

[Create a template in Gmail](#)

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4. Schedule send & Snooze emails

Schedule emails to send at a particular time

Snooze emails

5. Archive, Mute, Delete

Archiving and muting emails

MUTING TIPS
- At the top of the Gmail search box, to find all messages with the "Muted" label, enter is:muted.
- To mute a message with keyboard shortcuts, press M.

Deleting emails

Note: deleted emails stay in Trash for 30 days, after which they are deleted for good.

M

Make room
in Gmail

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Deep dive: Labels in Gmail

[Create labels to organise your email](#)

Note: labels are specific to your inbox, not for senders

Create labels to organize emails in Gmail

Deep dive: using filters

Search in Gmail

Refining your search

Create rules to filter your emails

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Resources

- UCD Digital Office: www.ucd.ie/digitaloffice

- UCD Digital Office Community

- UCD IT Support Hub: www.ucd.ie/ithelp

- UCD Legal GDPR: www.ucd.ie/gdpr

- Introduction to Gmail (LinkedIn Learning)

- Gmail search operators

- Organise and find email in Gmail

- I can't find an email: help

- Switch from Outlook to Gmail

- Forbes article with some suggested strategies for email fatigue

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