

## ***Taming e-mails***

### ***A quick win in our adaption to the current situation***



The *OIE In-house Times* Team gave me the brief to write something that focused on any small triumphs in our adaption to the current situation. Of course, right now, since we are living in the midst of it, we don't need to spell out what that is, but as hard as it is to believe, one day, people will need a little reminder of context. But beware, being able to give that first-hand experience will date your vintage quite effectively, just as it does me when I say that I vividly remember Australia managing to lose its Prime Minister (yes indeed, I mean that literally, and permanently) and [watching the moon landing on black-and-white television](#).

So, COVID-19. Here we are, working from home, and drifting into inhabiting that strange half-world of videoconferencing and instant messaging, where sometimes you can't remember if indeed you have ever met your new friends in person, or even if that matters.

***'We had a small moment of triumph the other day, in our team meeting, when Gregorio said that it had been a crazy-busy day but that somehow, despite it all, he thought the e-mail burden was lighter.'***

Taming e-mail seems almost as difficult a task as flattening a COVID curve, so you can imagine how heartening that remark was. It could be a coincidence, but it is certainly temporally (i.e. in time) associated with our team using the Microsoft Teams® chat feature (in channels, or person-to-person) to replace in-person conversations or e-mails. I was going to say 'embraced the use of', except that might have overstated the enthusiasm with which we began the journey. Now, Teams® has become our (team) anchor. E-mail hasn't gone away, but we can laugh at [this 'E-mail in real life' video](#), because we're not doing these things so much anymore.

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