

# Success Snapshot

Megan Hills interviews

**Colleen Amos**

Your Virtual PA



## Time-saving computer tips

The corporate laughter therapist looked at her email inbox. She wasn't laughing. An avalanche of 15,000 unread emails had descended upon her. Each message was staring back at her, demanding attention. Now.

She could have tried to tackle them, one at a time. Alternatively, she could have crawled into a corner from feeling so overwhelmed. Instead she picked up the phone and called virtual personal assistant, Colleen Amos.

“My new clients often need help with ‘email overwhelm’, and this situation was no different,” Colleen explained. “My golden rule for emails is the ‘3 Ds’: delete, do, or delegate. So first I deleted the spam and set up a decent spam filter. Then I unsubscribed my client from irrelevant newsletters. For information that is relevant, but not needing immediate attention, I set up ‘rules’ that feed particular emails into specific sub-folders.

“There are some emails, like airline e-newsletters, that might be handy to receive for particular times of the year but generally don't require attention. So I was able to delete those. Some messages required responses from other people, so they were forwarded.”

“By the time I had finished, the number of messages remaining was much more manageable,” Colleen said. “The laughter therapist could smile again.”

## Colleen's top 3 time-saving computer tips

### 1. Block specific time for emails and social marketing

Time for emails and social marketing (Facebook, Twitter, etc.) should be curbed into specific time blocks (e.g. one hour in the morning, one hour mid-afternoon, and wrap-up time at the end of the day).

### 2. Organise and backup files

Organise a computer filing system in a logical hierarchical order, so you don't waste time searching for documents later. Also regularly backup your files. If something happens to your hard drive, time taken to retrieve what you lost can be devastating.

### 3. Seek technical help

Don't waste time trying to figure out how some mysterious computer function works if it really isn't clear. Source people who can show you.

## What Colleen Amos says about Think Learn Succeed

“As a client, Eleanor is excellent at managing her time and that flows through to how she uses her computer system to source information and communicate with others. Eleanor is also great at delegating administration and computer work she doesn't have time for.”

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