

**MEMO
RANDOMS
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FIXING THE WORLD ONE MEMO AT A TIME.

7 TOPICS. 77 MEMOS.

- EMAIL
- ETIQUETTE
- ORGANIZATION
- MEETINGS
- COMMUNICATION
- TOOLS
- TIME

MEMO RANDOMS

MemoRandoms.com

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**FIRST
F15TEEN™** 

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IT TAKES A VILLAGE TO KEEP THE DROPBOX ORGANIZED.

Shared folders require cooperation and courtesy for the greater good.
We're all in this folder together.

RESPECT HEADPHONES AS A SIGN OF INTENTIONAL ISOLATION.

Concentration. Focus. Flow. It's not rude, it's work.
Respect the privacy zones of others.

**YOUR
SUBJECT LINE
MUST
MATCH YOUR
SUBJECT.**

Remember, your mail subject will likely be skimmed on their phone.
Fwd: Re: Re: Re: Re: Any Questions?

**IT IS YOUR
RESPONSIBILITY
TO KNOW
HOW TO USE
YOUR TOOLS.**

Invest your own time to become an expert with your digital tools.
Helping yourself helps everyone work smarter.

**EMOTICONS
DO NOT
REPLACE
ACTUAL
EMOTIONS.**

Remember to express how you feel in the real world, too.
We're all human and appreciate a genuine :-)

MAKE MEETINGS THE OPTION OF LAST RESORT.

Make every effort to progress without calling a meeting.
Manage your time, not everyone else's.

**YOUR OFFICE
HOURS NEVER
TRUMP THE
OFFICE HOURS
OF OTHERS.**

When working off-hours, do not expect others to be readily available.
Respect the office hours of your co-workers.

**REREAD
EVERY
EMAIL
BEFOR
YOU SEND IT.**

Cut. Edit. Clarify.
(typos are embarrassing)

**OFFICE MUSIC
REQUIRES A
CONSENSUS,
NOT A SIMPLE
MAJORITY.**

The music is always too loud, too fast,
too slow or too soft for someone.

**'REPLY ALL'
IS FOR USE
ONLY IN
EMERGENCIES.**

1/3 will never open it.

1/3 will never read it.

1/3 will reply back. Do you really want that?

**PRESENTATIONS
ARE PRESENTED
AND
NEVER PRINTED.**

If you want your audience to listen, speak.

If you want them to read, write.

If you want them to sleep, use bullets.

**EMAIL IS NOT
WHERE YOU
STORE
DOCUMENTS OR
PASSWORDS.**

Luckily, we have folders and files for these things.
Use the proper tool for the job.

MEETINGS ARE FOR FINDING SOLUTIONS OR MAKING DECISIONS.

Bring people together to engage and discuss.
Do not bring people together to simply share.

**YOUR PROFILE
PICTURE
MUST
ACTUALLY BE A
PICTURE OF YOU.**

The point of the photo is to quickly identify yourself — not your cat, or your favorite sports team.

**NEVER
ASK
SOMEONE
TO
'SEE BELOW'.**

It is your job to summarize an email.

Clarify exactly what it is you are asking the recipient to consider.

**THE
HALF-LIFE
OF A FUNNY
RINGTONE IS
TWO DAYS.**

After two days, the hip, clever, ironic, cute, retro ringtone, alert, or alarm quickly decays.

**CONFIRM
ALL
APPOINTMENTS
MADE OVER
48-HOURS AGO.**

A quick confirmation saves everyone time.

**VIDEO CHATS
REQUIRE A
COURTESY
'KNOCK' BEFORE
CONNECTING.**

Treat any interruptive request as you would a closed office door.
Knock before interrupting.

ACKNOWLEDGE RECEIPT OF ALL QUESTIONS YOU INTEND TO CONSIDER.

If you can't answer immediately, let the requestor know when they can expect an answer.
No one knows you are thinking about it.

**SERIOUSLY
RECONSIDER
SENDING
THAT
ATTACHMENT.**

Attachments clog email.

Point recipients to the file instead of sending, whenever possible.

EATING WHILE
ON A CALL
IS JUST AS RUDE
AS IT IS
IN PERSON.

Yes, we can hear you now.
Very clearly.

**FACE-TO-FACE
'THREADS'
ARE
CALLED
CONVERSATIONS.**

Conversations are 100x faster and more clear than email threads.

ON A
SPEAKERPHONE,
IDENTIFY
YOURSELF WHEN
YOU SPEAK.

Quality of connection

Quantity of participants

= Who said that?

**NOT EVERYONE
LOVES
GAME OF
THRONES AS
MUCH AS YOU.**

They should, but sadly they do not.
Please limit the metaphorical comparisons of
Westeros kingdoms to company divisions.

**IT IS YOUR
RESPONSIBILITY
TO KEEP YOUR
SOFTWARE
UP-TO-DATE.**

No group chat because you're running Skype 1.0?
Get with the programs.

**THE MORE
PEOPLE YOU
INCLUDE,
THE LESS WILL
GET DONE.**

Only invite essential people to your meeting.
Everyone else will thank you.

**REMEMBER:
WINDOWS
USERS
HAVE
DREAMS, TOO.**

Don't let an operating system come between
co-workers, departments, or progress.
People control machines, not the other way around.

**TEXTING
'ON MY WAY'
STILL MEANS
YOU ARE
LATE.**

It is your responsibility to be on time.
If you're not early, you're late.
Plan ahead.

**FILING
EVERYTHING
ON THE DESKTOP
IS FILING
NOTHING.**

You don't leave your clothes in a pile on the floor,
why leave your sales reports there?

**REMEMBER:
MAC USERS
WANT
THINGS TO
JUST WORK.**

And by "just work" they mean look prettier than yours.

**ACCEPT THAT
I.T. KNOWS
EVERYTHING
YOU DO ON YOUR
COMPUTER.**

Seriously.
Think about it.

**CLEAR QUESTIONS
ARE THE
SHORTEST
PATH TO
CLEAR ANSWERS.**

Summarize yourself.

Ask questions that can receive a yes or no answer.

THE TIME WHEN
A MEETING IS
SCHEDULED
IS WHEN IT
STARTS.

If you need to setup your laptop and load your presentation –
do it **BEFORE** the meeting starts.

**ALL REQUESTS
REQUIRE A
TIME FRAME
FOR
COMPLETION.**

WHEN you want something is just as important as WHAT you need.
Be clear in your requests.

**ALWAYS ERASE
THE
WHITEBOARD
WHEN
YOU FINISH.**

The whiteboard is a temporary surface for your ideas.
Take them with you and make them real.

COMMUNICATION CLEARS UP THE MORE SENSES YOU INVOLVE.

Texts and emails are sight only. Video chats add sound.
In-person adds touch.
Consider bringing flowers.

**NAME
FOLDERS & FILES
FOR
COMPREHENSION
BY ANYONE.**

Names should make sense to a new person on their first day.

**MULTI-TASKING
IS A MYTH.
DO MORE
BY DOING
LESS AT ONCE.**

Time is divided not multiplied when you attempt to do more than one thing at a time.

**YOU MUST
ANSWER OR
ACKNOWLEDGE
EVERY POINT IN
AN EMAIL.**

Answering one point does not close the conversation.

**THREE MINUTES
IS THE MAX
RESPONSE TIME
FOR 'INSTANT'
MESSAGES.**

If it says you are *AVAILABLE*, be available.

**COMPOSE.
CONSIDER.
DELETE.**

As ephemeral as it feels, email is digitally permanent.
When in doubt, don't hit SEND.

YOUR BIRTHDAY IS NOT A COMPANY HOLIDAY.

Cake? Yes.

Singing? Maybe.

Blow off the day? No.

**NEVER ATTEND
A MEETING
WITHOUT A
MEANS OF
TAKING NOTES.**

Take a pen & paper.

Take it down.

Take responsibility.

**REAL PEOPLE
DESERVE
42x THE
ATTENTION OF
VIRTUAL ONES.**

Never prioritize your digital communication above your real-world communication.

**NEVER USE
THE SAME
PASSWORD
TWICE.**

Passwords leak.

The more places you use them, the deeper under water you can get.

**EMAIL
IS NOT A VERB.**

EMAIL IS A TOOL.

When you find yourself "doing" email,
it's time to reevaluate how you are using this tool.

ORGANIZE YOUR FILES WHEN YOU HAVE TIME TO SPARE.

This small investment will give you the greatest return when you have no time in the future.

EMAILS ARE NOT TEXTS OR TWEETS.

All email messages should include a proper salutation, sign-off, and signature.

It may be electronic, but it's still mail.

EVERY MEETING REQUIRES A LEADER TO ESTABLISH THE CONTEXT.

A leader will explain to all attendees WHY they are together,
WHAT the goal is and,
WHEN they are finished.

**YOU ARE
ONLY AS COOL
AS YOUR
WEAKEST
LINK.**

Reconsider forwarding that funny email, video, or unproven story.
It will have your name on it.

**NEVER
SCHEDULE
COMMITMENTS
BACK-TO-BACK
WITHOUT A GAP.**

The ending time of one event should never be the beginning of another.

**ALWAYS
BREAK THE
THREAD WHEN
THE TOPIC
CHANGES.**

Be the one who started the new conversation and ended the old one.
Stand up to email chain letters.

**AMAZINGLY,
YOUR VOICE
CARRIES INTO
THE PHONE AND
INTO THE ROOM.**

Even if you are talking to someone on the other side of the country, you must consider those only a few feet away. Everyone can hear everything, and we don't want to.

**THE MAXIMUM
NUMBER OF
WORDS ON A
SLIDE IS 20.**

More than 20 words and you've created a document,
not a presentation. Know the difference.

A picture is worth 50 slides.

**YOUR EMAIL
SIGNATURE
MUST CONTAIN
YOUR PHONE
NUMBER.**

Do not send emails you can't discuss or defend in person.
Never hide behind your in-box.

**LET THE QUIET
WORKERS
WORK—
THEIR FOCUS
PAYS THE BILLS.**

They may not talk, socialize, or go out to lunch with the group, but they are most likely getting important stuff done. Every single day.

NEVER RELY ON AN INTERNET CONNECTION FOR YOUR PRESENTATION.

It should work on the plane. It should work in the subway.
It should work when the power is out and only the glow
of your computer is left to close the deal.

**IF THEY DO IT
ON MAD MEN
WE
DON'T DO IT
HERE.**

No one feels nostalgia for sexism, racism, or questionable ethics.

**THERE IS NO
ACCEPTABLE USE
OF COMIC SANS
WITHIN THIS
OFFICE.**

Period.

THE CANDY DISH IS FOR GUESTS— NOT YOUR SNACK TIME.

Consider bringing your own stash of M&Ms or Gummi Bears.
And share.

**RED BULL IS
NEVER**

A

**REIMBURSABLE
EXPENSE.**

A normal amount of human energy is sufficient to do all real work.

**WE CAN SEE
WHAT'S ON
YOUR MIND
BY WHAT'S ON
YOUR DESK.**

Everything on your desk means nothing is on your mind.
Nothing on your desk means everything's in your head.
Consider the message you are sending.

PROVIDE ADEQUATE FOREWARNING OF OFFICE VISITORS.

Whenever possible, provide a day's notice to your officemates when you are expecting visitors.

This will ensure a positive presentation is made by all.

BE ASSURED, SOMEONE IS TRACKING YOUR VISITS TO THE BATHROOM.

Whether for official or unofficial reasons,
how much time you are spending there is duly noted.
Just saying.

**YOUR
SCREENSAVER
WILL ENGAGE
WHEN YOU
LEAST EXPECT IT.**

Avoid photo collages with your private life on full display.
We like you as Work Bob, not necessarily Weekend Bob.

**NO MORE THAN
3 INSPIRATIONAL
QUOTES ARE
ALLOWED IN YOUR
WORKSPACE.**

If you need more than that,
we need to talk about this lost path you are on.

**PRESENTATIONS
ARE NOW ALL
WIDESCREEN,
NOT FORMATTED
FOR OLD TVS.**

All computers, projectors and screens are now widescreen.
Take advantage of the screen space and
make all presentations fit these modern proportions.

KNOW THE LIMITS OF PERSONAL PHOTOS IN THE WORKPLACE.

Framed 5x7 of kids & spouse at the beach? Yes.
Vacation photos pinned up in your cubicle? Maybe.
8x10 headshots of your girlfriend? Trying too hard.

LEAD WITH THE ANSWERS, FOLLOW WITH THE CONTEXT.

Tell us YES or NO to the questions posed,
then follow with your reasoning and context.
No one has time to play hide & seek.

SECRETS DON'T
LAST AROUND
HERE, ASSUME
SOMEONE IS
LISTENING.

If it's happening or being discussed in the office,
assume everyone will know before long.
It's human nature.

ANTICIPATE THE FOLLOW UP QUESTION AND ANSWER IT AS WELL.

You can shorten all dialogues by thinking ahead to what the next question will be – and address it up front.

**MEETINGS CAN
START OR END
A DAY, BUT
SHOULD NEVER
FILL A DAY.**

The time before and after meetings is disrupted by preparation and follow-up. Holding meetings to the edges of the day frees up time to be productive throughout the day.

**THE SHORTER
YOUR MESSAGE,
THE LONGER
IT WILL
LAST.**

We can't remember your paragraphs.
We can't forget your brevity.

THE MUTE BUTTON IS YOUR FRIEND.

Calling in from the coffee shop? Mute when you're not speaking.
Listening in on a conference call? Mute by default.
Working from home with young children and pets? Double mute.

NO MEETING EVER LASTS EXACTLY 60 MINUTES.

Calendars schedule in nice 15 minute increments, but work does not need to fit within these blocks. If you're done at 11 'til the hour, break up and get some real work done.

MAKE TIME EVERY DAY FOR STRAIGHTENING UP.

Organized thoughts, notes, lists, folders, papers, files
is the grease for productivity.

Squeaky wheels will eventually stop the train.

**WE ARE ALL
ON THE
SAME TEAM
AIMING AT THE
SAME TARGET.**

Any competition or conflict between teams and individuals is a clear indication that the wrong targets are being sighted.
Step back and reconsider your aim.

COLOPHON

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