

University of Manchester
School of Environment, Education and Development
Guidance on sending emails, Teams messaging and work-life balance

This guidance offers suggested approaches in support of not working outside of hours. As such, this guidance should be considered alongside the School's Core Hours Policy.

1. It is considered best practice that communications are not sent early in the morning or in the evenings (before 08:00 or after 18.00), on weekends or on public holidays.

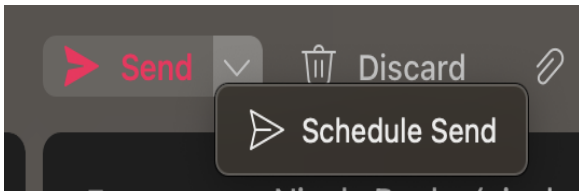
This is not always practicable, or a working preference for those who work flexibly or who travel. If you do choose to send messages outside of these hours, then please consider the following:

1.1 There is no expectation that individuals should respond outside of their work hours.

Receiving regular communications outside of working hours risks communicating that there is an expectation that colleagues should check their emails or MS Teams outside of working hours, even if you do not intend this. We want to avoid this.

1.2 Use Outlook Schedule to send or save an email as draft

It is straightforward to schedule an email to be sent in working hours. Simply click on the arrow next to 'send' and this option appears (see below). Out of hours, you may see the option to 'send in working hours' pop up in text at the top of your email. Alternatively, you can save your email as a draft and send it the next day the traditional way.



For further information please refer to:

- https://support.microsoft.com/en-gb/office/delay-or-schedule-sending-email-messages-in-outlook-for-windows-026af69f-c287-490a-a72f-6c65793744ba#ID0EDBF=Classic_Outlook

1.3 Schedule a message in Microsoft Teams

Compose your message in Teams and use Schedule Send (instead of clicking send right-click the Send button (or click the plus + icon near the send button to specify when to send).

You can also apply quiet time if using Teams on a mobile device to silence notifications during certain times/days: [Quiet time in Microsoft Teams for mobile devices | Microsoft Support](#)

1.4 Include a clear statement in your signature line

If you have to send communications “out of hours” and do this regularly, consider adding a line to your signature along the lines of: *“I sometimes work at irregular times, so if this message arrives in the evening/at the weekend, please do not feel obliged to respond until your working hours.”*

Academic and PS staff should please note routine days of work and working hours, if part-time, in email signatures.

2. **Emails are expected to be responded to in a timely manner, but unless previously discussed and agreed, e.g. with a line manager, there is no need to respond to them “out of hours”. There should also not be a need for an individual to respond immediately during core working hours unless the issue is urgent.**

If you require a quick response from a colleague then give a clear reasonable deadline in the email subject line, or the body of the message. If the need is urgent, you may want to consider alternative forms of communications, such as a Teams message or Teams voice call (during working hours) .

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Related Documents	SEED Core Hours Policy: SEED Core Hours Policy (The University of Manchester)
Related guidance and or codes of practice:	• Email Hell to Heaven Training University 1 hour training session on effective email use which helps to focus on best practice and how to reduce volume in your email inbox. Available via LinkedIn Learning; you must apply for an individual license if you wish to use this system: https://app.manchester.ac.uk/TSLD46. To apply for a license, click the “Apply” button & then “I wish to apply for general access”. • Managing emails Information Governance Office StaffNet The University of Manchester • Dignity at work Equality, Diversity and Inclusion StaffNet The University of Manchester (includes link to Dignity at Work and Study Policy) • Inclusive Language Guidance: Support Equality, Diversity and Inclusion StaffNet The University of Manchester • Sending inclusive emails Digital Inclusion StaffNet The University of Manchester
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