



Email at work - impact on culture

www.acas.org.uk/emailresearch

Work critical email cultures

People generally believe they couldn't work as effectively without using email.

Active, embedded use of email cultures

- People report to feeling more in control if they are actively processing and integrating work email throughout the day.
- Email-free time doesn't appear to increase work productivity and wellbeing, but does reduce work pace and reactive working.

Work critical email cultures

People feel a strong pressure to respond quickly to incoming work email, even when the sender does not express this expectation; this can be stressful and exacerbate reactive, high-usage cultures.



The culture of trust

Low levels of trust can show through:

- Excessive cc-ing
- Delegating responsibility without negotiation
- 'Broadcasting' achievements
- Keeping email audit trails
- Ignoring others' email
- Checking/dealing with email in company
- Avoiding face-to-face contact
- Micro-management by email.