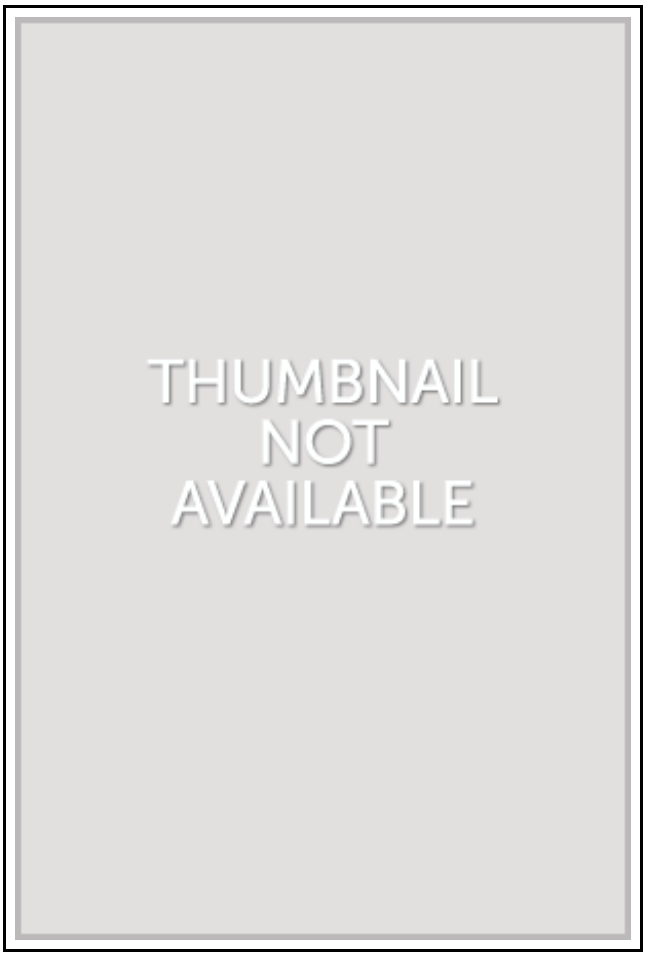
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Berrett-Koehler. Hardback. Book Condition: new. BRAND NEW, Hamster Revolution: How to Manage Your Email Before it Manages You, Mike Song, Vicki Halsey, Tim Burress, Written in parable form, the work relates the story of Harold, an HR Director, who has fallen victim to the dreaded clutches of info-glut and finds himself paralyzed and unable to move forward because of the deluge of electronic data and e-mail that he must fight daily. In a Kafka-esque twist, after such repetitive but fruitless exertion, he actually turns into a hamster running on a hamster wheel, though he's too busy to even notice. Harold meets the info-coach who recognizes his ailment and teaches him a few effective lessons about managing e-mail - key to which is developing higher quality while getting rid of unwanted excess.The infocoach introduces the COTA system to Harold, which shows him an innovative way of storing all e-mail and electronic media into four main categories: Clients; Output; Teams; and, Administrative. Using this system Harold is able to control his e-mail communications and documents again, and turns back from a hamster into a human being. There is also the story of the groundbreaking Capital One study based on feedback and input from 2,000 Capital One employees who attended a workshop by the authors. A 60-day post-training survey found e-mail quality to have improved by 52 percent while e-mail volume decreased by 21 percent. Capital One estimates that the participants saved an astounding 13 days per year because of this. All in all, the book provides a large amount of fun, but poignant information that can be used to reorganize email procedure into an efficient, and effective endeavor.

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