

for mail and email Easily find your Action Items



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Intro

I always took care of mail easily at home, but the mail at my desk was always overloaded because of the different responsibilities I had. For most of my corporate career I worked for more than one executive as their administrative assistant. Even as Office Manager, I had different responsibilities which meant different types of mail came in from meetings to resumes to safety information.

I tried the 1-31 days method for a tickler system, (tickles your memory), but every time I did not do something on that day, papers just moved to the next day, and the next day, until some items moved 3-5 times. When someone called on the phone, I no longer knew what day that item was in. I was wasting time trying to find what I wanted, when I wanted it.

One day I decided that filing action information by category and using the To Do List for what I was working on that day was going to work better. I tried various categories, and finally decided on action verbs as the best way.

I won't even tell you how many times I changed the Color Code for the paper mail system until I found the right combination so there was never two folders of the same cut or color next to each other (*except for To Pay and to Purchase in green for money.*) So I highly recommend following the included Color Chart.

These directions begin with an explanation of the Take Action File system. Even though you might not do a paper mail system, read through it before you jump to the Email Setup. It will help you understand the system as well as the pictures in the mail setup. It's really a simple system once you start using it.

This is a digital download. There are templates here to print on file folder labels and tab labels. If you don't want to create your own labels for a paper mail system, pre-printed labels are sold separately.

Complete Take Action File system versions are sold separately for

- Middle School/High School
- College

Those systems include 3 sets of labels: Take Action File + school + personal

If you're ready to save time processing your mail, take action and jump in.

Process Your Mail

Mail arrives at your office and it needs to land somewhere.

In a home or home office, some people drop their mail on their kitchen counters or an entryway table until they are ready to process it.

Many office people retrieve their mail from a central location, carry it back to their desk, and drop the mail anywhere in their office because they don't have time to process it right at that moment.

Dropping the mail anywhere can become quite a clutter problem as it piles up. If you can't process your mail when you get it, the mail needs an IN BOX. Horizontal stacking trays work well for both an IN BOX and an OUT BOX, and you can add a third tier to hold printer paper.



Create IN and OUT BOXes with horizontal stacking trays

or use wall pockets that hang outside of the office or over a cubicle wall.

If your cubicle has no outside wall, hang the wall pockets on the wall farthest from your main work area, but closest to an entrance for mail delivery by a mail person or co-worker.

IN BOX

Too many people open their mail, glance at it, and put it right back into their IN BOX to deal with later.

"It's an IN BOX, not a holding tank. Once it's out, it's Out."

Don't return mail to your IN BOX. That creates clutter. Instead set specific times to open your mail when you have time to process it into the Take Action File system.

What is a Take Action File™?

The Take Action File[™] is a tickler system.

It is a system to remind you, or "tickle" your memory, that you have something to do or take action on.

As you process the items in your mail or email, you will have a system to place those items you need to act on but cannot take action on right now.

Instead of piling papers on your desk or in your physical or email IN BOX; the Take Action File System categorizes them into action files.

Email: Create a yellow file folder in your email In Box called "Action Files". (*Drop the word "Take" to put the Action files near the top of your In Box alphabetically instead of down at "T' for Take)* The categories will be subfiles under Action Files to keep the entire group in the beginning of your email IN BOX. (You may not use all of the categories in email.)

Components

The first 11 categories are for the **Current Month:** These names are comprised of verbs: "To + a verb" since these are things you need to do.

The next category is the File Index:

This is a list of your permanent paper files. When you open the mail or want to file information, your File Index will be easily accessible to see what files you have. You do not need a File Index of your computer files. (easy to see.)

The last category is the future **12 Months**:

For everything that does **NOT** need action in the current month

File Names

Current Month

To Attend To Call Will Call Back* To Copy To Discuss To Do Wait for Info* To Enter To Pay To Purchase Hold Until Received* To Read To Travel To Write

File Index

12 Months

Jan - Mar Apr - Jun Jul - Sep Oct - Dec

* The 3 Indented file names with * are secondary files (optional). See descriptions for an explanation of each one.

How to Use the Take Action File™

Main Categories

The first 11 categories are for the **current** month. File all mail or email in the action category representing the <u>first</u> action you need to take.

For example: Before you attend an event, you probably have to RSVP. So the first action you need to take is one of these three: **To Call, To Pay, or To Write --** It is **not To Attend.**

Secondary Files (sub-files)

Mail: The basis of the paper mail system is for one file in a corresponding hanging file for each of the action categories.

A second file folder may appear in 3 categories in the **same** hanging file.

Will Call Back	in	To Call
Wait for Info	in	To Do
Hold Until Received	in	To Purchase

Place the secondary file folders behind the main category file folder inside the hanging file with the related name. So the file folders of **To Call** and **To Call – Will Call Back** are both in a hanging file with a tab of **To Call**.

Email: The 3 Secondary files will become a third level in email and are optional. Ex: **Will Call Back** will be a subcategory folder under **To Call**. (Sometimes you want someone to call you vs. an email reply.)

To Discuss

This category will contain file names inside this category as sub-files for the key people or departments you constantly contact. *(see description of To Discuss)*

Take Action File™ Categories

Always place items in the category that represents the:

very first action you have to take.

Each category can hold:

Specific items that constitute backup information for that action like an email, letter, flyer, meeting notice, article, report, spreadsheet, or other document

Lists of people, places, or action steps to take.

To Attend

When you receive a flyer or meeting notice, determine if you are going to go to the event. If you have decided to attend it, mark the event date and time in your calendar and file the flyer, meeting notice, or invitation in the "**first action**" you need to take.

For example:

Before you attend an event, you probably have to RSVP. So the first action you need to take is **To Call, To Pay**, or **To Write.** Put the invitation or flyer into one of those three files.

Only *after* that action is completed will it move into **To Attend** – if the event occurs *this* month.

After you have RSVP'd, file it in the **12 Months** category if it falls in a different month.

File paper items in this category **chronologically** (by date) so the earliest, or next, event is always on top. Remember to also mark the event in your calendar, especially if it is a recurring event.

Once the event is over, toss (recycle) the flyer, invitation, or email. There is no reason to save it unless it is a special memory.

Want to wait to decide if you are going?

Imagine you receive an event notice for something a few months away. If you want to wait to decide whether you will attend, file the notice in the month of the early registration deadline in the **12 Months** section.

If there is no early deadline, file it at least one month before the event so you can review it and have time to make travel arrangements. Mark it in your calendar to save the date.

Why save the notice?

You may think you do not need the notice at all because the date and time are in your calendar. However, there are good reasons to save it.

The notice, flyer, or invitation may have more information than beginning and ending times. The meeting notice tells you about the meeting. It often gives you an agenda with timing, a speaker bio, and the topic description.

Example:	XYZ Meeting Notice		
	11 am	Networkir	ng
	12 pm	Lunch	
	1 pm	Speaker	(topic description follows)

This information allows you to make 3 different decisions:

1. Skip the meeting: Reading the topic description might let you decide to skip the entire meeting if it isn't important enough.

2.Skip Network Time: If you want to attend the meeting but need to save time, you could skip networking, show up for lunch, and save an hour.

3. Skip Network and Lunch Time: If you really need to save time, you could skip both networking and lunch and just show up for the speaker; thereby saving you two hours of time.

So it really is worth saving meeting notices to determine what your priorities **truly are** for that day.

Reminders: Another reason to save the flyer or email is to remind you of an annual event, especially if you are not on a mailing list to receive a notice of the event.

In that case, place the flyer in the appropriate **12 Months** file for next year after this year's event is over.

For example, we know various model train clubs have swap meets and clinics the same time every year. We do not belong to the clubs, so previous flyers remind us to check dates for this year's events.

To Call

This category is for items that necessitate a phone call. It may consist of:

Loose messages: Most phone message pads become single pieces of paper that are often lost in the midst of other papers on the desktop. Corral those messages by putting them into **To Call** and remove them after you have spoken with that person.

Lists: You may want to keep a running list of people or places to call. If you keep these on one list, skip a space or two between entries. For lengthy lists, organize separate lists by project, people, or personal calls.

Documents: You can place any backup documents you might want to review before or during a telephone conversation into this file. However, do **not** put an entire project file in here - just relevant documents. If you need an entire project file, put the name of the person on a phone list with a note next to that person's name to pull the project file before calling.

Email: In your email program **To Call** will hold emails that necessitate a phone call instead of an email reply.

Will Call Back - Add this second file in To Call to hold information when you placed a call and are waiting for someone to call you back.

То Сору

This file is helpful for people who will print bulk copies and don't want to use their printer. i.e. Flyers or handouts for a large group.

Tip: Mark in pencil in the same corner - left or right – who the copies are for. Save time when you distribute the copies by just putting a check mark

next to the name of the person receiving the document. If you use pencil, you can easily erase the names, if you need to.

To Discuss

Ever talk to someone and 30 minutes later remember you wanted to discuss something else? This file is for items to discuss with other people. It could be one file or separate files. This is a good place to list projects that are delegated.

The important thing to remember is that you do **not** want to have a list or a file for everyone you know. This is just for key contacts. These are probably people you discuss things with daily or weekly.

For example, you might have lists or files for these people: Your Manager, Key Staff, Key Dept. Heads.

This could also have a file called **To Discuss with Vendors.** Inside would be lists for each vendor. i.e. To Discuss with Accountant, Printer, Marketing Company, Distributor, etc.

One File: Create a separate list for each key contact or project to be more organized. Then you do not have to search through one long list of items that apply to other people or projects.

Separate Files: If you have too many documents that need action in these files, you may want separate files for each key person or group with whom you will have many discussion items.

Keep documents to a minimum to prevent files from becoming too full. Only pull the main item or part of a document that you need, i.e. a chart.

This will still get very full if you have many items to discuss with one person. In that case you may have to rely on a list and pull the documents when it is time to discuss those items with the person.

Name the Lists or Files

Business contacts: It is better to use file names with job titles or type of business rather than personal or business names. Then you do not have to change file names when people change position or you change vendors.

Examples:

To Discuss with Accounting Directorvs. Charles Brown.To Discuss with Printervs. XYZ Printing.

Personal contacts: File names may include:

To Discuss with Family

To Discuss with Friends

To Discuss with Service People

Inside each would be individual lists or documents per person or company.

I started the To Discuss file when I was in college. My parents called every Sunday, and I would make a list of items to discuss with them before the Sunday call.

Extra blank labels

You can add **To Discuss** files, however limit these lists or files to key people or groups you discuss things with daily or weekly. The paper version includes six To Discuss files. If you need more files, you will need another package of file folders.

> Do **NOT** make files for everyone you talk to! For the physical system, you can make 1 file named " Other" for other people or companies not in the other five file names.

To Do

This category holds items that do not fall in any of the other categories for the current month.

Examples might be:

Research information Examine data or charts List of action steps or information for a project To Do List

You may decide to keep small projects in here and open separate project files for larger projects.

Tip: Keep just the part of the project you are working on, not the entire file.

Wait for Info - Add this second file in To Do. This could hold different types of information:

List of people from whom you requested information Forms you sent out asking for information Documents that need more information from someone else

To Enter

This category holds items to be entered into the computer or a different program. It may hold data:

To enter an event, address, or financial information

To create a spreadsheet, graph, table, or presentation

Email: To Enter contains information to be entered into other programs like a database, spreadsheet, calendar, power point presentation, contact management program or financial program.

Examples: addresses, appointments, financial data, etc.

To Pay

As you can guess, this category holds bills to pay by mail or online.

Save time by paying bills in a batch instead of writing and recording checks, or filling out Check Requests, one at a time. Choose the same day(s) each week to pay your bills and establish a routine. ie. every Friday.

Choose once or twice a week to pay bills at work. Choose once a week or twice a month to pay bills at home.

If a bill cannot be paid at your scheduled bill paying session, it stays in the **To Pay** category until the next scheduled session.

Tip: It wastes time and is easier to be late when you are "waiting for the right day" to pay a bill or mail it. Paying regularly prevents late payments which saves late fees and penalties, and you still pay every 30 days.

To Purchase

This category holds items you intend to order now, *not* someday. Since this category is closely related to the **To Pay** category, you may choose to process both at the same time. Similar to paying bills, if you do not intend to purchase an item in the current session, leave it in the category until the next session.

If several months go by and you have not yet ordered the item, move it to a file in your general system.

Hold Until Received - Add this second file folder in **To Purchase** for items you purchased but have not received. This is especially helpful for phone/internet orders. The items in this subcategory remind you that you paid for something you did not receive. Remember to remove these reminders once the item is received.

This has happened to me several times and reminded me when I did not receive an item I had ordered before it was created like a pre-book launch.

To Read

Put small documents like reports, newsletters, and articles from magazines in this category until you read them. Documents should be small, about 1- 10 pages.

Keep complete magazines in magazine holders until you review the table of contents and remove the articles you want to read. Don't forget to capture "continued on page 64," "page 82", "page 112," etc.

Email: You may want to have sub-files for various newsletters or people who send you information to read on a regular basis, i.e. weekly or monthly. Then you can read information from the same person all at once. Unsubscribe from those people or groups you no longer read.

To Travel

Place your tickets, reservations, itinerary, train or bus schedules, and directions in this section if they occur this month. If your reservations occur in a future month, place the reservations in the appropriate **12 Months** category. This will prevent looking at the wrong reservations.

If you have several trips for the current month, you may find it convenient to use separate file folders for each trip or paper clip these items together: plane tickets, boarding passes, hotel reservations, car rental confirmations, event agenda, and other tickets or meeting information.

Email: Create separate file names for each trip to prevent confusion.

Tip: Put a reminder on your appointment calendar to check in online to retrieve boarding passes 24 hours in advance.

To Write

This file holds information that needs a written response. It may hold information you have compiled to write a document, report, or presentation. It could be just a list of people to whom you need to write, or it could be a list of articles or reports you need to write. Keep lengthy reports in the regular files.

Adding Categories

If you choose to add a category or label, use this font to match the other labels for the file folders and tabs:

Labels: Arial FontSize 14Bold(Arial Black is too wide)Avery File Folder Labels#5366(laser and inkjet)Avery Return Address Labels#5167 for the tabs(8167 for inkjet)

File Index

Create a list in a table or spreadsheet of your general paper file system. Print the list and keep the list here for a quick filing reference.

As you look at documents or open mail, you will find it convenient to review your **File Index**. You will see the names of files you already have so you can easily decide where to file new documents or if you need to make a new file. This also prevents duplicate files from being created.

12 Months

If there is no further action to take during the current month, place the information in the appropriate **12 Months** file.

Then 2-3 days before the end of the current month, take items from the next month and sort them into one of the 11 action categories.

You can probably store items for future action in just 4 quarterly file folders labeled with 3 months each:

Jan-Feb-Mar Apr-May-Jun Jul-Aug-Sept Oct-Nov-Dec

If these files get too full, separate them into 12 individual monthly files.

Basic Tools to Setup a Physical File System

Note to Email users:

Even though you may be setting up the Take Action File system only in an email system, reading through the **Hanging Files**, **Tabs and File Folders** will help you visualize the hierarchy of how the system works. You can skip **Color** if you are not making an identical paper system, but do look at the pictures to better understand the hierarchy.

The paper Take Action File system will consist of 3 items: the hanging file, the hanging file tab and poly file folders. Below are specific tips to help you design your system.

Hanging Files

The hanging files hold file folders *inside* of them. Hanging files are usually forest green files *(see Color)* with metal bars that hang on rods or built-in bars. inside file drawers and cabinets.

When the hanging files *remain* in the file system, they act as your *place holder*. When you remove an inside file folder, the hanging file is still there to hold the place and show you where to put the file folder back.

Reinforced hanging files are recommended for their clear reinforced edges on the top and the bottom of the hanging file. This gives you extra strength for the hanging file. (*Pendaflex®* or *Staples® brands*).

Hanging File Tabs

Use hanging file tabs on the hanging files. The tabs are your *guide* to find the hanging file you want. *(see Color)*

Tab Labels:

1. Place the *short* labels on the white card inserts that come with a package of hanging file tabs. There is a tiny extra tear off strip at the top and bottom of each strip of 10 cards. It may help to remove these first to prevent confusion.

- Then there is a tear strip *and* a fold line, for each individual tab insert card. Place each label *above* the fold line on each individual tab card insert. The labels are in *alphabetical* order, reading *across* from left to right. The label goes on the larger part if the fold is not in the middle.
- 3. Separate the tab inserts. Fold the small part of the tab card insert **below** the fold line to the back of the card.
- 4. Place the card insert with the label on it inside a plastic hanging file tab, with the **front** of the plastic tab leaning *to the back* or *away*.

Notice how the bottom (folded part) of the card insert comes forward and pushes the top of the card insert to lean back – matching the lean of the plastic hanging file tab.

5. Next place one tab on the **front** of each hanging file in a zig zag pattern. (*If you put the tabs in one straight line, you will have tabs hidden by the ones directly in front of them.*)

Zig zag: Notice how the words "Start," "Put", and "Then" form the zig zag pattern in the three sentences below.

Start on the left side.

Put the next one to the right of the left side one. *Then* return to the left side and repeat the pattern

You can see each of the tabs in the picture below because they are in zig zag formation.



Red-Blue version (see Color)

Tab for the 12 Months:

Put the **12 Months** tab on the front of one hanging file. Put the quarterly file folders inside the hanging file. (You can change to 4 hanging files or even 12 monthly file folders if you have too much information per month.)

File Folders

Type:

These files will be handled constantly. Use 1/3 cut letter size file folders: 3 file tabs across in left, center and right positions. Use:

Poly/plastic file folders OR reinforced (2-ply) paper file folders.

Poly/plastic file folders will last even longer than paper file folders. Since you will be handling your action files frequently, if not daily, these are highly recommended.

Reinforced file folders have a second layer across the top of the file folder – which is where you usually handle the file folder. So it will last longer than regular file folders.

Labels:

Place the **long** file labels on the file folders, often **alternating** left, center, and right folders. *(see Color Chart for position)*. The labels are **alphabetical reading across**. (Do NOT go Down!) If you use colored files, **leave a drop of file color showing on top** to form a **border around** the entire **white file label**, like a picture frame.

Color

Color allows you to easily find files faster in your paper file system.



- 1. **One Color:** If you use just one color for the entire Take Action File system, red tabs and red file folders are suggested as red indicates "hot" or "important." *(see Hanging File color below)*
- 2. **Two Colors:** You could use one main color (red) and change the color of just the **12 Months** tab and files (blue). *(see previous page)*
- 3. Color Variety: You can use a variety of colored file folders and tabs, i.e., red, blue, green and yellow. Just **match** the color of the hanging

file **tabs** with the color of the **file folders**. Orange and purple are harder to find. (Use standard forest green reinforced hanging files.)

Hanging Files:

Colored tabs and file folders stand out against the hanging files if you choose the **standard forest green** hanging files.

It is not necessary to use colored hanging files. In fact putting a colored file folder inside the same color hanging file makes it *harder* to see the file folder.

Hanging File Tabs:

The hanging file tabs are your **guide** to find the hanging file you want. Hanging files usually come with a package of clear plastic hanging file tabs. You can use the clear tabs; however, it is **easier** to spot colored hanging file tabs on a standard forest green hanging file.

Most packages of hanging file tabs are sold as 25 tabs of one color and come in either 1/5 cut (2 inches) or 1/3 cut (3 1/2 inches). 1/5 cut tabs are shorter and recommended for this small system. (Longer 1/3 cut tabs are used for your general file system.)

File Folders:

Choose one color or a variety of colors for file folders instead of manila. Manila folders with clear tabs, will be a sea of "bland."

Poly/Plastic Files: There are *clear* poly files with colored tabs or solid colored poly files. If you do not like to see the contents through the file folder, buy solid colored files --usually just red, blue, green and yellow. (Sometimes you can find orange or purple online.)

Do **NOT** alternate colors *within* a category except for **To Discuss** and the **12 Months**. Changing colors helps you find files fast here.

To Discuss with Accounting is in blue To Discuss with Marketing is in red

Jan-Feb-Marin blueApr-May-June in yellowJuly-Aug-Sepin redOct-Nov-Decin green

Email Setup

As you open your emails, determine if the email is an **action item**.

- 1. If your reply will take only a few minutes, reply when you open the email.
- 2. If you need to wait to act on the email, move it into one of the 11 action categories based on the very **next action** you need to take.

By moving your emails into the Take Action File categories, you move them out of your general IN BOX. Now you will easily find them by the next action step instead of searching through a long list in your IN BOX that may be days or weeks old.

Setup your Take Action Files

- In your email In Box, create a yellow file folder called ACTION FILES. (Drop the word "Take" to put the Action Files near the top alphabetically instead of down at "T".)
- 2. Within the Action Files folder, setup subfolders for each of the 11 action categories as subfolder names: **To Attend, To Call**, etc.
- 3. Three of the 11 action categories will have subfolders:
 - Will Call Back under To Call
 - Wait for Info under To Do
 - Hold Until Received under To Purchase

You will therefore need subfolders within the subfolders, a third level.

Every day review the Spam Folder first and move any "good" emails that are not spam into the In Box. Then delete the emails in the spam folder.

As you read through the emails in your In Box, delete the ones you don't need because you either already know the information or it is a duplication of someone else's email, like these:

Emails that say "*We will be closed Monday for the holiday.*" Reminder notices for meetings that are in your calendar. The same email from several people – especially promotional pitches from 5 to 10 people who are affiliates or group emails.

It's so easy to search for emails today, that you don't really need to sort all of your emails into the Take Action File System. However, there are some emails that could be separated out. It's your choice.

How to use the Action Files in email

Note: This information is based on MS Outlook system.

To Attend

In Outlook, even though you attach an email to a calendar item, it's still an email in the IN BOX. Move those emails into To Attend so you can find them easily as a backup to the calendar.

At the end of the day or week, delete past events from To Attend which deletes it from the IN BOX, but not the Outlook calendar.

To Call

Move emails relating to a phone call you want to make into this category and return calls you are expecting into **To Call – Will Call Back**.

То Сору

This file is helpful for people who will print bulk copies and don't want to use their printer. i.e. Flyers or handouts for large groups.

To Discuss

If there's something To Discuss with someone, move the emails in here to find them quickly. Limit the file names to key people or departments you talk to often. You do not want a file for everyone who writes you. *(see file name examples under To Discuss.)*

To Do

This file is for emails that affects things you need to do.

If items are for a project, you may want to open project files by project name and keep them separate.

To Enter

Move emails with data that needs to be entered into a spreadsheet, database, or contact list here.

To Pay

Any email bills would go in here.

To Purchase

If there is information about an item you want to consider purchasing, move it into **To Purchase.** If you purchased it and didn't receive it, move it into **To Purchase – Hold.** (third level)

I didn't receive audio recordings from Mark Victor Hansen's office, and they had trouble finding my order. I looked in my Purchase-Hold file, and sent them my Purchase Order. It didn't sound like they could have found it without my information. It was never sent out.

To Read

Lengthy emails or reports could go here. If the document or ebook is downloaded it could be on the hard drive in a file. Don't count all emails as something to read. They are better off staying in your IN BOX.

To Travel

All travel confirmations would be in here, probably with subfiles named by date and trip name.

To Write

Put any email that needs a response or includes information for an article, blog post, social media or presentation in here. It could also contain a list of ideas for blog posts, articles or social media.

12 Months

This keeps action information you are not using in the current month. You may want to setup quarterly or monthly files here, and possibly a file for next year. Once emails affect the current month, move them into the Take Action File system.

Project Files

Emails about projects could go in several places. Create a Project Files category with subcategories by project name instead of separating emails into different action file categories.

Take Action File Summary

Moving items out of your IN BOX and into a Take Action File system allows you to really see what you need to act on. Setup similar Take Action Files for your mail and email.

> Move information from IN to Take Action. and Act on the information in your Take Action Files.

Paper Take Action File[™] System

Included:

- Color Chart for file folders shows color and position!
- Label Templates for both File Folders and Tabs

To create or add labels for file folders or tabs, use the size below to match. Labels: Arial Font Size 14 Bold (Arial Black is too wide)

Order pre-printed labels if you don't want to create them yourself. Order here:

Student versions include school system files – sold separately

Take Action Files + Middle School/High School system + personal Order here:

Take Action Files + College system + personal Order here:





As the author of *Organizing For Dummies®*, Eileen Roth demonstrates how to be more productive, reduce your stress, and save time and money. Eileen named her company Everything in its Place[®] because she truly believes that you can find a place for everything.

Eileen is a national speaker, trainer and productivity expert in the areas of:

Office Organization Time Management Home Organization Student Organization

She helps people learn how to put everything in its P.L.A.C.E.[™] This reduces stress and people find things WHEN they need them. In fact Eileen Roth's organizing principles are simple to remember, easy to implement, and maintenance is minutes a day to stay that way.

Eileen Roth's background stems from over 15 years in office and association administration. Clients include corporations, associations, and research facilities such as: Altschuler, Melvoin & Glasser, Argonne National Labs, Northwest Airlines, the Paper Industry Manufacturer's Association, Wisconsin Bankers Association, TAP Pharmaceuticals, and ABA-New England.

Major National Media

Today Show Oprah

Woman's Day Men's Health Real Simple Self

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