Hello and welcome to
Email Etiquette
We get the email we deserve

Format and group size

- Half day- 3 hour workshop (1 hour workshop, 1 hour at-desk coaching, 1 hour group work).
- **15 participants maximum.**

Who should attend?

Applicable to anyone whose role involves independent decision-making and organizing information as opposed to manual or automated jobs; from the CEO and senior team right through to entry-level roles. This session aims to change the culture of email across the organization, so it's best attended either by whole teams or by key influencers (we can work with you to think through how to make it stick!).

Overview

Years ago, business trainers would spend days learning how to typeset the perfect business letter, yet few of us these days give a second thought to how we use email, even though it consumes on average 41% of people's working time! This workshop takes its cue from leading thinkers on email etiquette and will enable both individuals and teams to think about how their email habits affect others and discuss practical steps to improve the "email culture" around them.

What you'll learn

- Discover what makes email both productive and unproductive
- Discover your own poor email habits and how they affect & annoy your team
- Learn how to write clearer, more effective emails
- Discover the constructive and destructive powers of CC and BCC
- Learn practical ways to deal with common email gripes such as large attachments, subject lines, links, scheduling and formatting
- Discuss how your team uses email and the impact of poor email communications
- How to reduce company reliance on email, reduce the volume of email and increase productivity as a result

What you'll do

- Develop clear principles that will make email use more effective
- Discuss and clarify steps about what it will take to improve the email culture of your team
- Use the at-desk coaching time to audit your own individual email use, the quality of the emails you receive and practice your new improved emails skills straight away – all while supported by our Productivity Ninja ™
- Contribute to an "Email Manifesto" document to help your team communicate more effectively – this is then captured and fed back to relevant people within the organization

Result

Your team develops an "Email Manifesto" to improve email use, culture and productivity.

think productive
WORKSHOPS THAT WORK