

Email Etiquette

We get the email we deserve

Format	3 hour workshop
Breakdown	<ul style="list-style-type: none">• 50% training input and discussion• 50% practical activities and facilitated group work
Participants	20 maximum
Results	Overhaul your team's use of email, and make it an ally for playful productive momentum once again!
Key Benefits	<ul style="list-style-type: none">• Productivity Ninja™ tips, tricks and tactics for improving email – both individually and as teams• An “Email Manifesto” the whole team has contributed to, with practical commitments to better email practices and culture



Overview

Email consumes an average of 41% of a person's working day.

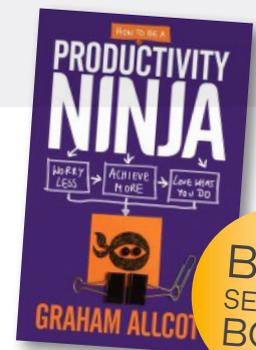
It's a vital element of how we work – yet few of us have had best practice training on how to use it well as a tool for effective communication and collaboration, rather than something that disrupts and distracts us from our work.

We'll look at how email went wrong – and how we can make it magical again.

This workshop shares our Productivity Ninja™ approach to better email, and enables your team to consider how their email habits affect others, as well as discuss and commit to practical steps to improve the email culture around them.

At-desk implementation

This is a practical workshop, which includes **at-desk implementation** with your Productivity Ninja to ensure real change happens during the workshop.



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Jessica S.
AMERICAN EXPRESS



Results

A completed “Email Manifesto” for your organization and teams to improve email use, culture and productivity, reduce stress and generate playful and productive momentum in your work.



Who should attend?

Anyone and everyone who uses email for work – from the CEO and senior team, right through to entry level roles.

If you're ever overwhelmed and distracted by email, this session is for you. We'll work with your team to address the underlying culture of email use (or misuse!) at your organization, and make email magic again.

What you'll discover

- ✓ Reflect on your current email culture and identify the key issues which are impacting people's productivity, wellbeing and effective communication.
- ✓ The Productivity Ninjas™'s top email 'Do's and Don'ts' and how you can put them into practice.
- ✓ How to write productive, effective and action focussed emails (and encourage others to do the same!) – including the power of a well-crafted subject line and best practice in layout, formatting and composition.
- ✓ The constructive and destructive powers of CC and BCC, (the dreaded) "Reply All" and Read Receipts.
- ✓ The difference between "connectivity" and "productivity" – and how to create boundaries again.
- ✓ Practical ways to deal with common email gripes: such as email essays, email ping-pong, large attachments and meeting scheduling.

What you'll do

- ✓ Discuss, clarify and identify what you can do to improve the email culture of your team.
- ✓ Frankly audit your own email use (both good and not so good), the quality of the email you send, and practice new improved email skills straight away – all while supported by our Productivity Ninja™
- ✓ Work together to develop an "Email Manifesto" to help your team communicate more effectively.
- ✓ This document will capture your team's ideas and commitments so they can be shared with the rest of the organization and used in new staff onboarding.

Practical and technical requirements

We can use a variety of meeting room set-ups for this workshop and will help you determine the best option for your group. The workshop consists of group training and practical activities.

Group training

This requires a meeting room, booked for the entire 3 hours.

At-Desk Implementation

This takes place mid-way through the workshop and it helps if participants have live access to email (via an internet connection) to get the most out of the session. The options for this are:

- Participants working from their regular desks/PCs, or
- Using laptops in the meeting room
- In an equipped computer suite, or
- A combination of any/all of the above

Technical requirements

- Data projector/plasma with VGA cable for the trainer's slides
- The ability for participants to access their email



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