

Hello and welcome to

Email etiquette

The do's and don'ts of business communication



Length/Format

3 hours (1.5 hour workshop, 1 hour discussion, 30 mins of 'at desk coaching')
10:30am to 4:30pm

Overview

Years ago, business trainers would spend days on how to typeset the perfect business letter. But very few of us these days give a second thought to how we should use email, even though it takes up on average 41% of people's working time! This workshop takes its cue from leading thinkers on email etiquette such as Merlin Mann, Schwalbe/Shiple and Gina Trapani and will enable both individuals and teams to think about how their emails 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 bad email habits that annoy your team
- learn how to write clearer, more effective emails
- learn the basics of email and the law
- discover the constructive and destructive powers of cc & bcc
- learn practical ways to deal with common email gripes like big attachments, links, scheduling and formatting
- discuss how your team uses email, and the impact of poor email communications

What you'll do

- develop templates for perfect emails
- develop clear principles that will make your email use more effective
- discuss and clarify the steps that each of you needs to take to improve the email culture of your team
- 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 organisation)

If you would like more information or would like to book a session now, please contact us via:
Email: info@thinkproductive.co.uk
Phone: +44 (0) 7980 742547

think productive