

HELPING TEAMS TO IMPROVE THEIR EMAIL CULTURE

Person 1: *"Hey, I'm calling to see if you've received my email?"*

Person 2: *"Umm, I might have missed it. When did you send it?"*

Person 1: *"About 2 minutes ago"...*

This course is about email culture. It's about how to send better emails as a team.

It's hard to be productive when your team uses email badly. You know what I mean – confusing subject lines, too many Cc's, midnight emails, unclear next actions.

This is why we created Email Etiquette – a training / coaching module to help your team send better emails.

We help you think deeply about your collective practices. We help you clarify your "top 5" email norms as an email manifesto. We coach your leaders over 3 sessions, to help them implement this manifesto over time.

Time and Cost

- 2.5 hours (in-house team training) + 3 coaching sessions (3.5 hours total, at your workplace).
- \$1,930 (+ GST) up to 40 participants (exc. venue, food, travel outside of Hobart region)

Who will benefit most

- Any team seeking to improve the way they individually and collectively send emails.

Key training content areas

- Introduction – understanding email as a form of communication; when to use email and when to avoid it.
- Building Blocks – outlining the mechanics of an email and how to write emails effectively.
- The Emotional Email – why people email badly and how to write an emotionally intelligent email.
- Email and the Law – how to avoid getting in trouble with the emails that we send.
- Email Manifesto – outlining healthy email practices specific to *your* team; clarifying individual and collective expectations; forming the foundation of an Email Manifesto that defines 'how we do things around here.'
- Roll Out – coaching to help your leader(s) to communicate, measure and roll-out email norms over 3 months.