

knowledge ability

WORKING TOGETHER APART

E-mail Best Practices

Incorporating **Overcoming Information Overload**

Half-day Training Class

Presented by Dr John Gundry

*International expert in remote working and
the electronic workplace*

**Manage your time and
e-mail more effectively**

E-mail Best Practices (incorporating 'Overcoming Information Overload') is a half-day class that teaches tried and tested practical methods for using e-mail effectively and overcoming e-mail-driven overload and interruption.

A Working by Wire™ service from Knowledge Ability

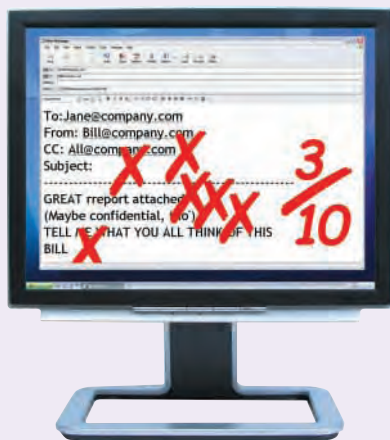
E-mail Best Practices

Don't you think you should do something about e-mail?

- Are you seeing e-mails that don't get their message across, generate extra work, damage relationships, and make the sender look unprofessional?
- Do you face a bombardment of e-mail interruptions that slash productivity while increasing stress?
- Are you drowning in e-mail overload, so that radical action like a No E-mail Day seems the only way out?

Presented by Dr John Gundry, this half-day training class will guide you through the pitfalls of e-mail and enable you to communicate better.

Participants will be able to get their message across in e-mail with maximum clarity and impact. They will learn how to avoid common mistakes that lead to confusing messages and extra work for themselves and recipients, and how to minimise the overload they experience and create for others.



Outline

- *Your e-mail woes*
- *When to use e-mail and when not*
- *Being a good e-citizen*
- *Communicating effectively with e-mail*
- *E-mail and time management*

Objectives

- *Choose when you should or should not use e-mail for different types of message*
- *Send e-mail responsibly, and stop e-mugging*
- *Format a message for clarity and impact*
- *Make action e-mails stand out from the rest*
- *Avoid the worry caused by ambiguous 'CCs'*
- *Build a positive impression of yourself with people who may only know you through your e-mails*
- *Build social capital and trust rather than damaging it*
- *Take charge of e-mail, rather than letting it dominate you*
- *Work at a human pace, not Internet pace*
- *Re-engineer your inbox to reduce pressure and lift productivity*
- *Beware of e-mail addiction*
- *Tame e-mail interruptions*
- *Agree strategies with colleagues to reduce e-mail-driven stress*
- *Avoid being part of 'The Workless Workplace'*

What e-mail misuse and interruption costs:

- *Microsoft found their office workers were e-interrupted every 15 minutes and it took them 25 minutes to resume their original task.*
- *Intel estimated that their employees spend an hour a day on unnecessary e-mails.*
- *A Hewlett-Packard study found constant interruptions reduce the brain's capability by ten IQ points.*
- *Analysts Basex estimated that unnecessary e-mails and unimportant interruptions cost US knowledge workers two hours a day.*
- *Office equipment manufacturer Brother found a similar two hour waste for UK businesses.*

Who should attend

This class is suitable for anyone who uses e-mail, at all levels. The class can be tailored for client organisations, and can be part of wider approaches to tame e-mail usage.

Delivery

E-mail Best Practices is a half-day face to face class. It can also be delivered remotely by arrangement.

Instructor

Dr John Gundry runs Knowledge Ability Ltd of Malmesbury UK. Since 1993 he has provided training and consulting on three continents on e-working and the electronic workplace.

He has trained and consulted on e-mail best practices and overload to clients including Anglia Ruskin University, The Environment Agency, Granada Mediasales, Hewlett-Packard, McDonald's Restaurants UK, LloydsTSB and Procter & Gamble and was co-author of the American Management Association course *Managing Time in the Electronic Workplace*.

John's views on e-mail have been published in *Beyond Computing*, *Ergonomics Reports Online* and *Harvard Management Update*.



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