



EFFECTIVE EMAIL MANAGEMENT

Course Outline

Course overview and duration

Email has become a central feature of modern working life. However, its impact within the workplace can be detrimental as well as beneficial, largely according to how effectively and efficiently people utilise email in their jobs. This one-day course aims to help organisations to create a beneficial email culture, in order to increase productivity and reduce unnecessary internal email communication.

Who will benefit from this course?

As email is used by nearly everyone in the current workplace, this course is appropriate to people from all backgrounds and professional levels.

What you will learn:

- How to understand the three strategies to successful email management.
- How to reduce incoming emails to lower the overall volume of email.
- How to effectively process incoming email messages.
- Take control of your email inbox and stop it dominating your day.
- Manage others' expectations about your responses to their emails to you.
- Save time filing and finding email messages.
- Exploit the advantages of email and negate the disadvantages.
- Feel less overwhelmed and more productive when using email.
- Make email work for you, both professionally and personally.
- Tips on how often to check and review email during the workday in order to achieve minimal disruption.

All delegates will leave the training with a personalised action plan.