

Get Control!™ of Email and Info

Email overload is epidemic in the workplace. Employees now spend over 40 percent of their workday on email—and consider more than a third of that time a waste.* What's more, companies are losing money—some \$500 billion a year—in lost productivity and profits.

What's the good news? There is a lot you can do to deal with email overload. But first, you have to stop spinning your wheels—and start managing your email. The Info-Excellence® program offers five low-tech, high-impact strategies:

- Participants achieve stress-free productivity while saving 15 days a year.
- Get fewer emails by sending fewer emails. By targeting your emails—limiting the “Reply to All” and “Cc” functions—you can cut the number of recipients per email.
- Start every message with a specific subject line and a brief greeting—no more than eight words—and then use the A-B-C method (Action, Background, and Close).
- Offer your frequent senders a few really good tips. Coaching others can help them win too.
- Create a limited number of mutually exclusive folders that are based on content—not on sender, software, or some other criteria—and label everything carefully.

The workshop covers two critical key areas—

1) managing your email efficiently using email etiquette and 2) filing your email in a way that helps you easily find things later—while teaching four power tools for successful email management:

- The 1-2-3 Email Quantity Tool™—Before you send an email, ask yourself if it is needed, appropriate, and targeted.
- The A-B-C Email Quality Tool™—Make sure your email subject line is brief and specific, write a brief, warm greeting, and use the A-B-C method to split the email body into three sections—Action (summarizing the purpose), Background (presenting the key points), and Close (clarifying the next steps).
- The Info-Coaching Tool—Accept email coaching from others, coach yourself, and coach others on successful email practices.
- The COTA® Tool—Create distinct and universal categories to file and find information—Clients, Output, Teams, and Admin.

Audience

Individuals in a supervisory or management role; all employees within the organization

Program Format

This workshop provides opportunities to build competence and commitment in writing, managing, and storing and retrieving effective, targeted emails. In an energizing, interactive, and safe environment, participants practice the strategies that will help them bring the info-channel portion of their lives back under control.

Outcomes

- A culture change that sets the standards for writing clear, concise, and targeted emails
- A common language and approach for successfully managing email overload
- Improved email communication skills through practice, feedback, and coaching
- An ability to file and find information more quickly and easily

For more information, please contact your Blanchard® Sales Associate at 800 728-6000 or 760 489-5005.



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