

Effective Email Communication

Presented By:
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Introduction

- Challenges
 - Information Overload
 - Timely Response
 - Quality of Information
- Solutions
 - Policies & Procedures
 - Training & Development
 - Best use of Application Software



Main Topics

- Addressing Email Messages
- Effective Use of the Subject Line
- Using Message Priority
- The Message Body
- Caught in the Reply Cycle
- Effective Use of Software

Addressing Email Messages

- To Line:
 - Action or Answer Required
- CC Line:
 - Back Up or FYI
- BCC Line:
 - DANGER!
 - Effective For Mass Mailing



File Edit View Insert Format Tools Actions Help

Send Save Print Cut Copy Paste Undo Redo Stop Warning Down Arrow Folder Options...

Arial

To...

Prime Minister Steven Harper

Cc...

Mr Paul Martin

Subject:

Effective Subject Line

- First Contact with Reader
- Indicates Primary Topic
- Be Consistent
- Useful For Finding/Sorting Messages
- Recommended Format:

Main Topic – Issue - Qualifier

Training - Effective Email - 02/27/2006 1:15pm

Message Priority

- Low / Normal / High
- Response Time Policies
- Using High Priority Effectively
 - Cry Wolf Syndrome
 - Phone Call Follow-up
 - Ownership of Issue



Message Body

- Clear, Concise, To the Point
- Separate Questions/Details
- Be Courteous
- AVOID YELLING
- Abbreviations/Terminology
- Watch for Generalities

Message Body

- Generalities:

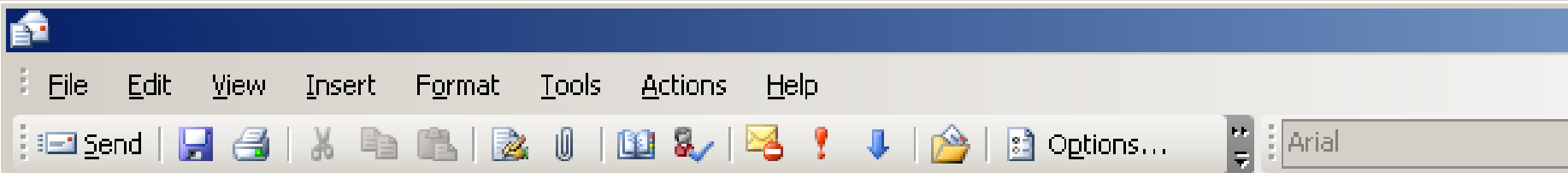
Someone?

Yesterday?

Next Week?

Tomorrow?

Some Where?



To...

Prime Minister Steven Harper

Cc...

Mr Paul Martin

Subject:

Election 06 – Campaign Promises – Implementation Plan

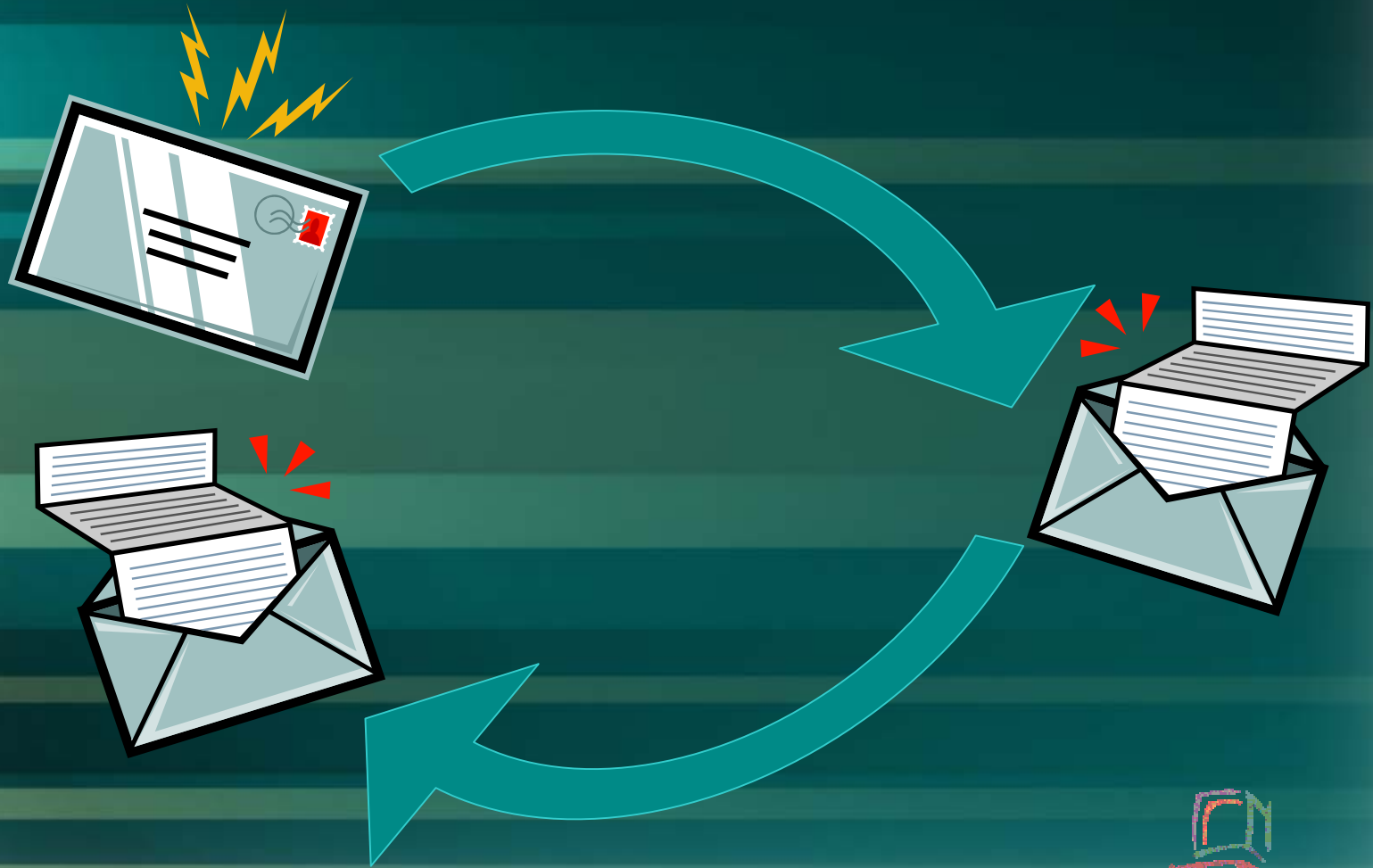
Dear Mr. Harper,
Congratulations on your elected appointment to Prime Minister of Canada, I look forward to the next four years, and the sweeping changes your minority government will bring to the Canadian Parliamentary system. Although I trust you to follow through on your campaign promises, I hope you might address the following points:

1. Please advise the exact date the G.S.T will be reduced from 7% to 6%?
2. Will the reduction of the GST to 5% be during the next 5 years, or at the end of 5 years?
3. Lastly, please advise the guaranteed wait time one can expect for emergency medical services?

Thank you for your time sir, I look forward to your tenure as Prime Minister, and seeing you work hand-in-hand with your esteemed opposition members.

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Reply Cycle



Software Solutions

- Redirection of Messages (Rules)
- Flexible Sorting / Filtering / Searching
- Colour Coding of Messages
- Effective Reduction of Spam
- Archival Capabilities

Summary

- Addressing Email Messages
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- Using Message Priority
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Conclusion

- Solutions
 - Policies & Procedures
 - Training & Development
 - Best use of Application Software

“I wish I could stand on a busy corner, hat in hand, and beg people to throw me all their wasted hours.”

- Bernard Berenson

The End

Presentation Courtesy of: The Learning Company

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The Learning Company Brandon offers a wide variety of technology learning solutions that includes desktop applications, certification tracks and enterprise-wide applications. Using instructor-led training in both standard and customized offerings, one-on-one private tutorials, specialized executive training as well as on-line training, The Learning Company works with your company to find the appropriate technology learning solutions for your needs. This partnership enables your company to Get out in FRONT. And STAY There.

