

<b>Workshop Title</b>	<b>Reduce Your Email Management Time</b>																
<b>Why invest in this workshop?</b>	Because the average UK office worker spends 3-4 hours a day checking and managing their email and yet only 14% of emails are deemed crucial to work activity* <i>(*Source: dpgplc.co.uk)</i>																
<b>Who is it for?</b>	Managers that want to reduce their team's email management time or individuals that want to reduce their personal email management time																
<b>What output(s) will attendees learn to produce?</b>	<p>Attendees will produce clear, concise and engaging emails using an email structuring template and will set up Outlook tools to reduce their email management time</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="375 674 767 1317" style="width: 48%;"> <p><b>Email Structuring Template</b></p> <p>Before Drafting:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Purpose:</td> <td style="width: 25%;">What need to know:</td> <td style="width: 25%;">Who needs to know:</td> <td style="width: 25%;">Subject (action, date):</td> </tr> </table> <p>Drafting:</p> <p>Salutation (<i>audience appropriate</i>)</p> <p>Explain Purpose (<i>why I need to know</i>)</p> <p>Explain structure: (<i>content breakdown</i>)</p> <p><b>Heading 1:</b> (<i>content 1</i>)</p> <p>Content options:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Bullets</td> <td>Table</td> <td>Numbers</td> <td>Diagram</td> </tr> <tr> <td>• Text</td> <td><input type="checkbox"/></td> <td>1. Text</td> <td><input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></td> </tr> </table> <p>Summary/Sign-off (<i>actions/signature</i>)</p> <p>Before Sending</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Read from audience view</td> <td>Check layout</td> <td>Remove words</td> <td>Check Tone</td> </tr> </table> </div> <div data-bbox="815 674 1031 1317" style="width: 48%;"> <p><b>File Structures</b></p> <p>duncan@silverbullet</p> <ul style="list-style-type: none"> <li>▶ <b>Inbox 3</b></li> <li>Drafts [3]</li> <li>Sent Items</li> <li>▶ Deleted Items <b>338</b></li> <li>Archive</li> <li>Conversation History</li> <li>Junk Email [11]</li> <li>Outbox [2]</li> <li>RSS Feeds</li> <li>Sent</li> </ul> <p><b>Faster Searching</b></p> <p>This Week</p> <p>Categorized <input type="checkbox"/> Sent To <input type="checkbox"/> Unread <input type="checkbox"/></p> <p>Refine</p> <p>Current Mailbox</p> </div> <div data-bbox="1054 674 1474 1317" style="width: 48%;"> <p><b>Use Rules to auto flag, file, delete etc.</b></p> <p>Create Rule...</p> <p><b>Use templates for common formats</b></p> <p>Save as type: Outlook Message Format, Text Only (*.txt), Outlook Template (*.oft)</p> <p><b>Use quick steps/parts to perform many actions in 1 click</b></p> <p>New Team Mee..., Reciepts/Invoices, Quick Parts</p> <p><b>View latest/high priority emails faster</b></p> <p>Categorize, Show as Conversations, Follow Up, Conversation Settings</p> </div> </div>	Purpose:	What need to know:	Who needs to know:	Subject (action, date):	Bullets	Table	Numbers	Diagram	• Text	<input type="checkbox"/>	1. Text	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Read from audience view	Check layout	Remove words	Check Tone
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<b>How will they produce it?</b>	<p><b>MODULE 1: Reduce the use of email</b></p> <p>1a (30 mins): Define the purpose of your message and what people need to know</p> <p>1b (30 mins): Identify the best channel for the message: email, IM, VC, web etc.</p> <p>1c (30 mins): Decide your audience based on actions needed and avoid cc/reply all</p> <p><b>MODULE 2: Spend less time writing emails</b></p> <p>2a (45 mins): Read an example email and identify issues with its construction</p> <p>2b (30 mins): Write a subject and intro that explains the purpose &amp; action required</p> <p>2c (45 mins): Explain the structure and present it in a clear and engaging way</p> <p>2d (30 mins): Finish by summarising, checking, condensing &amp; changing perspective</p> <p><b>MODULE 3: Spend less time managing your Outlook inbox</b></p> <p>3a (30 mins): Turn off notifications and decide a daily routine for managing emails</p> <p>3b (30 mins): Delete or flag emails instead of filing them</p> <p>3c (1 HR): Use Outlook short-cuts: search, rules, templates, quick steps and views</p>																





<b>Format</b>	Attendees will be asked to bring a copy of one of their emails and will rewrite it on laptops by completing a MS Word-based email structuring template. Laptops will also be used to walk attendees through the Outlook time saving tips in module 3.
<b>Duration</b>	1 Day (for full course) or can be broken down into modules/sub-modules as above
<b>How Success Measured</b>	Option to have feedback collected from attendees before and 6/12 months following the course to assess time savings from improved email management skills

