Lunch 'n Learn

Effective Email Etiquette & Protocols

This program is designed for Executive and Leadership teams to help them quickly identity, prioritise and manage incoming email and speed up email response and turnaround times for outgoing messages

It provides a framework of best practice etiquette and protocols that ensure a consistent approach to writing clear, concise, actionable email that get results.

A series of lunch 'n learn workshops to transform the culture of email communication for your team

Program Content

Lunch 'n Learn workshop series

✓ Learn 5 proven email strategies and protocols for writing effective email.

✓ Think first – is email the best way?

✓ What is your desired outcome – how to clarify actions and expectations

✓ How to write a truly effective subject line that helps both writer & reader

✓ Clarify use of To / CC / BCC / Reply All protocols

✓ How to structure email body for max impact & prompt responses

Program Format

• Short, sharp 45 minute online lunch n' learn workshops
• Bite-sized learning opportunities each week
• Lots of 'live' interaction with chat, polls, Q&A, whiteboard, audio and video options to keep you engaged/involved
• No need to leave your desk - minimising time off the job away from the desk
• Watch training on one screen and immediately implement your learnings on a second screen.
• Consolidate and fine-tune new practices each week between the workshops
• 1:1 coaching support available as needed

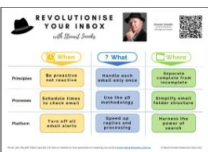Effective Email Etiquette & Protocols

Resources page

28 July

Effective Email Etiquette & Protocols
with Steuart Snooks

Workshop recording

Effective Email Protocols for Outlook

Revolutionise Your Inbox Overview

The Timeless Solution White Paper

Click image to download a copy of the *Effective Email Protocols for Outlook* document

Click image above to download this handout which summarises the *Revolutionize Your Inbox* program

Click image above to download this white paper on *The Timeless Solution for Managing Your Inbox*

- Email Protocols Document
- Handout
- The Timeless Solution article

1 page Tip Sheets

The following Tips Sheets summarise each of the strategies from the 7 Ways to Write More Effective Email program.

Click each image below to download the individual tip sheet. You might like to print them as handy A5 size and laminate them to keep close to your computer.
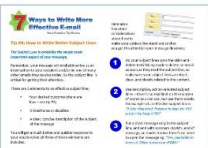
One page Tips Sheets

1 page 'Cheat Sheets'

These one page cheat sheets summarise the key strategies discussed in The Science of Writing Effective Email program.

Click each image below to download the individual Cheat Sheet. You might like to print them as handy A5 size and laminate them to keep close to your computer.

When to email?

What makes an effective subject line?

What makes a truly *effective* subject line?
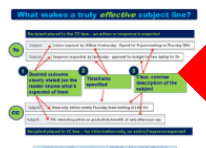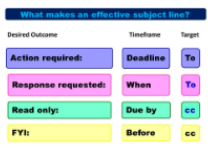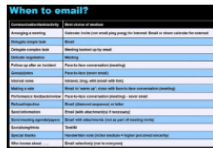
One page 'Cheat Sheets'

Timyo app

Click image below for a short video explaining the terrific Timyo app, which is available for both Outlook and Gmail - on desktop, laptop and mobile devices.

Boomerang for Outlook

Click link below for more details about the Boomerang for Outlook add-in that lets you schedule emails, set follow-up reminders, share your calendar availability, add tracking to your messages, and more!

How to manage incoming 'CC' email

See below for a short, sharp tutorial showing how to manage CC email using a rule and conditional formatting.

- Useful Outlook add-on apps
- Tutorial video
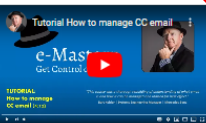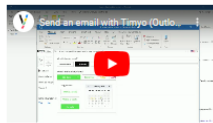
Get Help with 1:1 Coaching

If you need it, book a 15-minute 1:1 online coaching session with me to troubleshoot any issues and fine-tune your settings.

Click on the link below to choose a suitable time:

https://calendly.com/steuart-3/15-minute-coaching-call-w-steuart-snooks

Link to book 1:1 coaching

Connect with Me

I regularly post interesting and useful tips, ideas & articles to my social media pages. Why not connect with me so you can benefit from the best, most current ideas for mastering your e-mail? *Click on icons at right to connect with me*

Contact details