Workshop Title	**Reduce Your Email Management Time**
Why invest in this workshop?	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* (*Source: dpgplc.co.uk)
Who is it for?	Managers that want to reduce their team's email management time or individuals that want to reduce their personal email management time
What output(s) will attendees learn to produce?	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
How will they produce it?	**MODULE 1: Reduce the use of email** **1a (30 mins): Define the purpose of your message and what people need to know** **1b (30 mins): Identify the best channel for the message: email, IM, VC, web etc.** **1c (30 mins): Decide your audience based on actions needed and avoid cc/reply all** **MODULE 2: Spend less time writing emails** **2a (45 mins): Read an example email and identify issues with its construction** **2b (30 mins): Write a subject and intro that explains the purpose & action required** **2c (45 mins): Explain the structure and present it in a clear and engaging way** **2d (30 mins): Finish by summarising, checking, condensing & changing perspective** **MODULE 3: Spend less time managing your Outlook inbox** **3a (30 mins): Turn off notifications and decide a daily routine for managing emails** **3b (30 mins): Delete or flag emails instead of filing them** **3c (1 HR): Use Outlook short-cuts: search, rules, templates, quick steps and views**

Format	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.
Duration	1 Day (for full course) or can be broken down into modules/sub-modules as above
How Success Measured	Option to have feedback collected from attendees before and 6/12 months following the course to assess time savings from improved email management skills

Addressing the Productivity Gap in UK Businesses
t 01342 823964   **e** enquiries@silverbulletbusinesstraining.com   **w** www.silverbulletbusinesstraining.com   **43** | P a g e
Ashurst Wood, West Sussex, RH19 3SA