

E-Mail Survival Strategies

How to Manage Message Meltdown



Productivity enhancer or time thief?

E-mail costs companies time and money

E-mail was designed to speed up communication. But more than 60% of e-mail messages fail to communicate clearly and completely the first time they are sent. As a result, employees spend at least 2 to 3 hours a day attending to e-mail. When employees lack the skills to write clear and positive e-mail messages, companies incur big losses in productivity and morale.

Who should attend

All employees who use e-mail, from entry level to top executives, should attend. **E-Mail Survival Strategies** is especially helpful to individuals who use e-mail extensively or who want to enhance their business relationships through better e-mail.

What you will learn

E-mail lets you communicate with customers and colleagues around the world in a matter of seconds, but it's not always the ideal time saver it was designed to be. On the contrary, well-written e-mail messages can cut reading time in half. How can you turn your e-mail into an efficient tool—one that sends a complete message and helps readers become more productive?

In this dynamic program, you will learn how to:

- ◆ write clear, effective e-mail messages that convey your main point in 30 seconds or less
- ◆ determine when e-mail is and isn't the best form of communication
- ◆ use words that convey a positive, constructive tone
- ◆ exercise e-mail etiquette

Program format

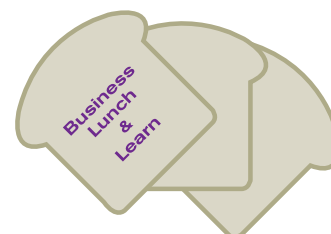
E-Mail Survival Strategies is a two-hour program where participants learn valuable tools and skills during lunch. They will organize and write concise, constructive messages that get results and save time. The program concludes with an action plan for putting new skills to work.

To register, contact:

Name
Title
Phone
E-mail

Creative Communications & Training, Inc.

Debra Hamilton, President
1614-0 Union Valley Road #140, West Milford, NJ 07480
Phone (973) 697-3455 ◆ Fax (973) 697-3849
E-mail: Debra@businesslunchandlearn.com



www.businesslunchandlearn.com