EMAIL & WORKFLOW MASTERY

Helping you to focus on the right work at the right time
Introduction

The hidden costs of email

Email has become a “one-size-fits-all” communication tool in organisations – it’s THE communication tool of choice.

When email is well-used and well-managed, it brings significant productivity benefits. But when email is used and managed poorly, it causes a massive productivity drain, resulting in significant and largely hidden costs for organisations.

In many organisations today, email is causing people pain – the volume, disruption and the struggle to manage following up actions is killing productivity. Poor habits develop and email quality suffers.

Without intervention these issues will worsen as business email volume steadily increases. We will continue to leap from one task to the next, without making any real progress.

It’s time to get email and workload management under control.

Get your workload management in order and reap the rewards

The Email and Workflow Mastery programs show you in a practical, no nonsense way, how to set up an integrated workflow management system that takes the stress out of managing your email and your workload.

With an integrated workflow management system in place, you will have more time for the high payoff activities that give the greatest return to the organisation.

The program results are tangible. In a survey of participants who attended the program last year, 61% indicated they are now saving between 2.5 to 4.0 hours a week using the integrated workflow management system.

Testimonials

“Awesome – thank you so much. This is one of the best workshops I have attended. Informative, practical, interactive and action-oriented.”
- Jay Davies, Manager People Development, RAC

“Absolutely integral for anyone subject to the whims of their inbox. If you need to take back control of your workday, you need to do this course. A game changer . . . . .
- Roberto Hofman, Account Manager, Landgate
Workshop Overview

At a glance

- ½ day and 1 day workshop options are available
- Up to 20 participants per workshop
- Online pre-training survey with results presented during the workshop
- Comprehensive workbook and step-by-step implementation booklet provided
- Productivity change measured 4 weeks after training
- Delivered on-site for groups of 8 or more
- Establish the Habit email follow-up and access to weekly Email Mastery Tips
- Public programs scheduled regularly

Workshop Outcomes

Participants will be able to

- Maintain focus in an interrupt driven environment
- Manage daily workload from an integrated workflow management system
- Set up a daily action plan that balances time activated commitments and tasks to be done
- Filter low-priority incoming emails to a separate folder for later review
- Operate from an empty Inbox every day and take minimal time to do so
- Set up a functional folder structure for storing reference emails
- Compose quality emails that recipients will find easy to action
- Establish a protocol for transforming email culture

Target Audience

The Email and Workflow Mastery program will benefit anyone who uses MS Outlook as a business communication tool and wants to improve the way they manage their workload. It is particularly suited to business professionals who work collaboratively and operate under deadlines.

Delivery Options

The ½ day workshop can be delivered presentation-style or as a hands-on training session with people accessing their own mailboxes during training. The 1 day workshop is particularly beneficial for Managers and Team Leaders and is delivered as a hands-on session only.
Workshop in detail

To ensure that we work in a productive way with email, the 3 core issues of Volume, Quality and Culture must be addressed.

Opening
• Introduction
• Email - the good and the bad
• How effective are you at managing your email?
• The Email Sweet Spot

Volume
• Eliminate distractions and process your Inbox to empty every day
• Filter low priority emails for later review
• Set up a functional filing system
• Deal with any existing backlog quickly and easily
• Set up an integrated workflow management system
• Manage all your work, not just your email work
• Plan for success

Quality
• Email communication basics
• Using a warm greeting and a goodwill close
• The importance of the journalistic triangle content structure
• Using mirroring and backtracking replies to build trust and rapport

Culture
• What’s the state of your email culture?
• Why do we need to be good email citizens?
• How to establish an email code of conduct

Next Steps
• Where to from here?
• Implementation resources:
  >> Step-by-step implementation booklet
  >> Establish the Habit emails – one a day for days
  >> Email Mastery weekly tips
About Jani Murphy

Jani Murphy is a highly skilled workplace productivity specialist with over 20 years’ experience helping business professionals to dramatically increase their productivity.

Through the introduction of easy to follow systems, Jani shows people how to work smarter and enjoy a stress-free way of achieving project outcomes and organisational aims.

Jani works with a variety of clients across the Corporate, Government and SME markets. Being a very direct and practical person, the programs Jani delivers are all results-oriented. Clients come away with practical strategies to dramatically improve productivity and effectiveness.

Partial Client List

- Centre of Training Excellence
- Challenger Institute
- Department of Finance
- Department of Fire & Emergency Services
- Department of Local Government & Communities
- Department of Sport and Recreation
- Fremantle Football Club
- Hawaiian Group
- HFM Asset Management

- Juniper
- Lotterywest
- RAC of WA
- St Vincent de Paul Society
- University of Notre Dame
- WA Country Health Service
- WACOSS
- Water Corporation
- West Coast Eagles Football Club

Booking

When you’re ready to get your Inbox and workflow under control, please contact Jani on the phone number or email below. Jani will then provide you with a fixed price proposal for the workshop and any follow-up services you may require.

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