

EMAIL

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During the Management Development Programme we WORKSHOPPED EMAIL AS A COMMUNICATION TOOL.

And this is your output.

Slide 2

Email is a powerful way to communicate, however there are times **when** it is over-used and in some cases used inappropriately.

Once you have decided it is the most effective way to communicate, it is really important you keep it simple.

Emails are representing both yourself and the company.

And remember, once it's sent it's sent... there is no going back.

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Before you send your email, it is important to consider if a phone call or a face-to-face interaction may be more effective in terms of results and time.

It is also important to make sure that the subject line explains what the email is about, and do not use block font, this can be misinterpreted as shouting, so make sure you use normal font.

Also that your email is structured.

It must have;

- a beginning,
- a middle
- and an end

Ensure it is formatted in a way that is conducive to easy reading...

AND has been checked for;

- correct punctuation
- spelling
- and grammar

Like all written communications, your email should be concise and to the point.

It should clearly indicate the action you want taken as a result of the email.

CC only those who need to be updated or involved.

Make sure you re-read the mail in case anything you have written could be misinterpreted.

Remember email lacks the cues of body language and tone of voice which are present in verbal communications.

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The next question is...

WHAT TO ASK YOURSELF WHEN YOU RECEIVE AN EMAIL.

The first question is...

"Is this email relevant to me?"

If not, ignore it.

If it is relevant to you then ask yourself "Is it urgent?"

Do I need to deal with it now or can it wait until later?

Emails can be a source of distraction... **if you allow them to be.**

So remember your time management and the importance of prioritising.

In order to promote effective use of time, ensure you reply to only those who need to be updated or involved.

Finally, make sure you use the REPLY OPTION to maintain the thread of the discussion.

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Ensure that you and your team are fully familiar with these guidelines and incorporate them into every written communication.