



“The most important skill of managers and leaders in the years to come will be conversation”

Alan Weber

Duration:
Half Day

Testimonial

“We have had no on site training for quite a while and it seems a good idea to arrange some for the team. We have used Headline in past and they are always very well organised and professional.

After meeting them to talk about the training options we decided to go ahead with Email Etiquette which they tailored to include our company policy on email. The training was run very efficiently and the trainer very confident in her material thoroughly making it easy to follow.

Overall the majority felt that it was an excellent course, very clear and learnt a lot from it. Also that it should be a mandatory course for all employees.

The feedback was ‘we want more training’ in Microsoft and other software tools. I would definitely recommend Headline to train for us again.”

Sue Shoobridge

PA & Team Assistant

Automotive Lubricants Technology



Email Etiquette Managing the Risks

Although e-mail is fast becoming the primary form of communication, it is often misunderstood and can have a substantial impact on productivity, customer retention and generation as well as increased potential for employer and employee liability.

PURPOSE

- Develop a more professional image to enhance brand and build reputation
- Raising awareness of liabilities to avoid costly legal action
- To promote desired organisational culture and behaviour
- Working smarter, reducing e-mail traffic and stress
- Promote a better communication and working culture

INDICATIVE WORKSHOP CONTENT

- Identifying the risks and impact of e-mail
- Perception of and impact on customers/clients
- Understanding the nature of e-mail
- How e-mail is used in your organisation
- Awareness of liabilities internally and externally
- What communication culture does your organisation want?
- Your e-mail behaviour, personal effectiveness and development needs
- Insight into preferred communication styles
- Getting the response you want by using the e-mail tool
- Awareness and compliance of company e-mail policies and legislation

Headline