

Course ID

ECOM

Course Duration

1 day

Course Title

Effective Office Communications: E-mail, Voice-mail, Video-Mail, Skype, Twitter, and More

Private Class

Related Courses

- Collaborating Effectively on a Virtual Team (VCOLLAB, 1-3 days)
- Business Communication: In-Person, Written, Verbal, and Internet (BIZCOM, 1 day)
- Technical Writing: Proposals, Reports, E-mails, and SWOT Analyses (TWRT 1 day)
- Hands-On Technical Writing (TECHWRITE, 2 days)
- Writing Successful Proposals (PROPWRITE, 2 days)
- Presentations That Inform, Motivate, and Sell! (PRESENT, 2 days)

Aimed At

Anyone who wishes to tame the Inbox and communicate effectively using the modern office communications tools.

Group Size

7-25

Prerequisites

None

Course in a Nutshell

Do you find yourself scanning your email, hurriedly deleting the unimportant and barely attending to the important? Do you find that others do not respond to your emails with full information or as quickly as you expect? And do you sometimes misread, or do others misread your tone or intent?

In this intensive, one-day workshop, we will learn the optimum ways to use email, voice/video mail, Skype, Twitter, and other modern business communication tools to help you avoid misunderstandings, achieve desired results, save time, and enhance your productivity.

Customize It!

Customize this course at no additional cost to your organization's own business communications environment and requirements.

Learn How To

- Recognize the special challenges posed by email, voice mail, and other modern business communication tools
- Use email and voice mail appropriately and productively
- Determine the essentials of effective electronic communications
- Save time when sending and receiving emails and voice mails
- Differentiate between urgent/important and urgent/unimportant
- Avoid “reply-all” chaos
- Leave voicemails that get results
- Send audio and visual emails when conveying passion
- Train others to email and voice mail you more efficiently
- Use tools such as Skype and Twitter

Course Outline

- Openers
 - Discussion: What are the challenges of e-communications
 - Case study: What was the intent and impact of this email? How could both the sender and receiver have used email more effectively?
- Email Productivity
 - Discussion – basics: Security issues, urban legends/hoaxes, email forwarding decisions
 - Exercise: Emailing self-assessment
 - Activity: When to email, when to call, and when to meet face-to-face
 - Discussion on sending email: Purpose identification, email design, use of lists, cc and bcc, subject line, and attachments.
 - Discussion on receiving email: Differentiating between urgent-and-important and urgent-and-unimportant
 - Short lecture: Email tools for organization and time saving; when to delete, forward, file, act
- Voice-mail Productivity
 - Discussion: Leaving voicemails that get action
- Other Business Communication Tools
 - Skype, Facetime, and other voice/video communications tools
 - Video emails
 - Twitter/Todaysmeet and other chats
- Close Out
 - Teaching others to use e-communication tools more efficiently
 - Wrap-up and Q & A

How You Will Learn

- A seasoned instructor will present this course in “workshop” (lecture/practice) format.
- We will employ a highly interactive instructional style that includes games, case studies, exercises, and action planning.
- You will acquire the specific tools and skills to use the modern office communication tools more efficaciously.
- You will receive a printed Participant Handbook that will help you remember and retain what you learned in class and apply it in real-life, both at work and home.

Revised

Aug 2, 2011f