



Powerful Email

How to get what you want from every email you send

Workshop Overview

Email has changed our life for the better in many ways - it's an invaluable tool for doing business and in today's workplace email has to a large extent replaced face-to-face and phone communication.

But with email, eye contact, vocal cues and body language are gone. There is no feedback loop to allow you to adjust your message as you go along so how do you easily establish rapport and build trust via email?

And how do you overcome the "glimpse factor" - the 3 to 5 seconds that you have to make an impression in your email before it is ignored or even worse, deleted.

If you deal with clients via email (and these days who doesn't) this workshop is a must.

What you'll learn

- How to write emails that get read every time
- How to structure emails that are clear and concise
- How to write compelling subject lines
- How to overcome the "glimpse factor"
- How to use communication styles to build and enhance rapport
- How to use mirroring techniques to overcome the distancing effects inherent in email

What the workshop includes

- A resource workbook
- Subscription to Email Smart's Tip of the Week
- 12 months free email support

How the workshop is delivered

The workshop is delivered in 3 hours as an interactive presentation style workshop.

In-house workshops can be organised for groups of 6 or more people. Public workshops are scheduled on regular basis.

What others have said

Fantastic presentation style, supporting materials and depth of information.

Dan Pedersen

Senior Environment and Heritage Officer, Dampier Port Authority

The presenter gave an excellent presentation. It was extremely useful, fast paced and interactive!

Jill Ruse, Library Clerk

Town of Bassendean

What does it cost?

In-house programs:

- \$207.00 + GST per person for the first 10 people
- \$50.00 + GST for additional participants up to a maximum of 20 people

Public Workshops:

- Per person pricing \$227.00 +GST
- Early bird bookings and group discounts are available

Presenter

Presenter Jani Murphy is the principal of Email Smart and an expert on email management and productive email processes.

Register

For in-house programs contact Jani on 0438 699 153 or email jani@emailsmart.com.au. Register for public programs online at www.emailsmart.com.au.