

The Overcoming E-Mail Overload Workshop

Improving Effectiveness by Overcoming E-mail Overload

What Is E-mail Overload?

E-mail overload is not having too much e-mail; it is the resentment that comes from the culture of urgency and the misuse of e-mail as a communication tool.

E-mail is a system integrating communication, information, and time management as well as task and project controls. Regretfully, if it is misused, it results in compromised communication quality, ineffective work habits, and even personal and corporate liability.

Learning Outcomes

The Overcoming E-Mail Overload Workshop shows you how to improve personal and team effectiveness by providing you with the controls you need to:

- Filter to prioritize and communicate more effectively
- Improve your thinking and decision making processes
- Manage unrealistic demands and distractions
- De-clutter to reduce information indigestion and file what you need where you can easily find it
- Integrate e-mail with your calendar and filing system for control and accountability
- Acquire practical tips about time-saving e-mail tools
- Learn the **4Ds** to **OHIO** (**O**nly **H**andle **I**t **O**nce)



The E-Mail Effectiveness Framework™

Like a well oiled set of gears the topical framework illustrated above will help you develop your own e-mail protocol and policy. Regardless of organizational culture, you are responsible for your actions and e-mail handling habits. Using common sense principles, practical tips, and stories this workshop will help you develop a personal e-mail policy covering the following critical areas:

1. Operational Effectiveness and Efficiencies

Your e-mail policy should serve to control the undisciplined use that results in wasted time, energy, and corporate resources. Developing healthy work habits will help you overcome the culture of urgency that is often counterproductive and ensure reasonable responsiveness that supports your roles, objectives, and goals.



Read, Think, Respond, then File!

Enhance your personal and corporate effectiveness by developing personal e-mail protocols and work habits to reduce stress and distractions and to control unrealistic demands and expectations created by misuse of e-mail.

2. Professional Communication and Conduct

Studies indicate that in effective communication our words offer only 10%, our tone adds another 30% while body language accounts for 60%. Your e-mail protocol must serve to communicate the tone and image that truly reflect your professional intent and character.

3. Legal Responsibilities and Liabilities

As a communication vehicle, e-mail brings with it legal rights, responsibilities, and obligations. Your e-mail protocol must serve to support your rights and protect you from legal liabilities.

4. Etiquette

E-mail etiquette is like the oil that keeps the gears smoothly humming. Your personalized e-mail protocol provides the flexibility that protects you from overload and makes sending and receiving e-mail a more enjoyable experience.

Take Control

with the Overcoming E-mail Overload Workshop

This could save you an hour a day to relax or invest in more valuable life endeavors.

The Overcoming E-mail Overload Workshop is a subset of the very successful **Overcoming Overload Workshop**. What you will learn is based on the wisdom of many respected authors and is supported by the experience and advice of many leaders and clients whom you will meet in the pages of our workshop resource books. To read inside the books see www.amazon.com and search by authors, **Baha & Margaret Habashy**.

Client-tailored Structure

Using personal and group assessments and interviews, we tailor a mix of presentations, coaching, and exercises to meet specific individual, group, and corporate needs as well as measurable objectives and outcomes:

- **Personalised self assessment** starts with our online Effectiveness and Overload Gauge™. Along with pre-workshop interviews and exercises you will assess your personal effectiveness and overload quotient as well as your personal need for change. Consolidated survey reports help focus the workshop content and set benchmarks for expected benefits.
- **Pre-workshop interviews and exercises** will help enhance and personalize the learning experience.
- **Learning sessions** use a client-tailored plan supported by participants' needs for change. At the end of the workshop you will create a personal action plan with accountability to deliver optimum individual and team benefits.
- **Personalized one-on-one coaching** is optional. Over an eight week period you receive support, encouragement, tips, and accountability.
- **Evaluation and re-assessment** are critical for ongoing improvement. This is done by retaking the Effectiveness and Overload Gauge™ and comparing personal results to the average change experienced by your peer group.
- **Team huddles** offer collaboration and shared experiences.
- **Support** by phone and e-mail continues towards your ongoing improvement.

Workshop Leaders



BAHA AND MARGARET HABASHY

For over thirty-five years they have partnered in life. Working with clients as large as IBM and as small as local charities, they collaborate in helping organizations, leaders, and individuals achieve greater effectiveness and find relief from stress in an overloaded world.



24 Dewitt Court
Markham, ON L3P 3Y3
905-294-0380
info@integrity-plus.com

Our Track Record

Client data collected by the Effectiveness and Overload Gauge™ is your proof of measurable sustainable results. Workshop participants realized an **average total improvement of 28.3%**

- **Effectiveness 25%** —improving decision making
- **Filtering 26.3%** —prioritizing wisely
- **Control 29.0%** —managing demands and distractions
- **Filing 28.9%** —eliminating information clutter



"In my time, I have attended many seminars, but only a handful of them have had a lasting impact. Your program definitely falls in that category and has already impacted in a positive way several staff members and me. ...

Personally, I have regained at least an hour a day which is now put in more profitable use. By a better filtering system, I am now more accessible and available to the people important in achieving organizational and personal goals. ... I am able to keep my focus on higher valuable activities that are aligned with my position and roles."

JAYWANT MICHAEL, LEADER AND UNIVERSITY PROFESSOR, UAE



"Thank you for delivering the "Overcoming Email Overload Workshop" ... **The average satisfaction level based on evaluations was 87.7%**. ... One of our employees said it was the best session she has attended in years. ... we would be delighted to repeat the session on all our campuses."

TERESA SCANNELL, WORK-LIFE CONSULTANT, UNIVERSITY OF TORONTO

Imagine the Benefits

Take a moment to imagine the benefits of focusing on your higher value roles, goals, and activities. Imagine more effectiveness and less stress. Like many of our clients what you imagine can be your true experience.

Contact us today to find out how the Overcoming Overload Workshop can noticeably improve your personal and corporate effectiveness by overcoming work and information overload.

More?

Test your personal overload gauge:

<http://www.nomoreoverload.com/test.html>

90 second intro video:

<http://www.nomoreoverload.com/media/PP/OOW-Intro/index.htm>

Client evaluation letters: