



Mastering e-Communications©

Online programme

Today's employees are called upon to deal with a constantly changing business environment. In an all-remote context, e-mail communication becomes even more important for building and maintaining business relationships, as well as getting results.

Mastering e-Communications[®]

This workshop examines why we must give e-mail the attention it deserves as it represents a crucial communication channel with teams, clients and other stakeholders. Moreover, it remains an important challenge for our productivity and it can create conflict if not handled with care.

The course provides strategies and solutions on how to save time, how to adapt and send effective messages that gets results and build relationships, starting from the concrete examples of the participants.

Objectives

- Understand the challenges of the new context in terms of how we communicate via e-mail
- Consider the effectiveness of communication vehicles and target your audience by appealing to communication patterns and needs
- Use various written communication channels effectively
- Compose effective e-mails using structure to achieve clarity, brevity and interactivity
- Write e-mails that are polite, persuasive and tactful

Agenda

- Mental models regarding e-mail communication
- E-mail nuances in the new business context
- Know your e-mail world/your audience – who do you target most frequently?
- Take care of structure – organising your writing for clarity and brevity
- Take care of language – polite, persuasive, tactful
- The Empathy factor
- Manage your response – replying in different situations, types of difficult behaviours, assertive e-mail communication
- Manage your time – tips & tricks for efficient management of your inbox messages
- Instant messaging and the chat features of online conferencing platforms – characteristics of these media
- The do's and don'ts of this type of communication
- Synchronous versus asynchronous communication (one to one vs one to many, types of platforms and things to consider)

Logistic details

Duration: 1 day, 9.00 to 17.00

This workshop is also available in online format – 6 hours, split in 2-hour sessions

Number of participants: 6-12

Technology:

- Zoom – easy to use, interactive, visual; breaking rooms for group work, chat
- Mentimeter – for brainstorming and polling
- Facebook closed group for follow-up



Do you have questions about us?
Looking for solutions for your organisation?

3A Caloian Județu Street,
3rd District, 031111,
Bucharest

e-mail: interact@i-interact.ro
phone: +40 722 525 505