



Zero Inbox[®]

Email has become the most popular mode of business communication in Australia today. The conundrum that we all face is that in addition to making communication easier, the sheer volume and immediacy of email has made it a source of stress for many managers and staff. Are you or your people constantly facing growing inboxes of email that leaves you overwhelmed? *Why was I sent this? Do I need to read that now? Am I to action this email now or later?* Also, with the growing popularity of email-enabled mobile devices like the Blackberry, these frustrations only follow people home.... after hours!

Today, 97% of knowledge workers in Australia use email on a daily basis.

What's ironic is that actual training programs on how to use email properly are quite rare. To make matters worse, many organisations don't even offer their people printed information, training or instructions in approved email practices. And those that do have a set of simple guidelines often won't explain the best methods for successful email management and email writing skills.

The one-day **Zero Inbox[®]** seminar is designed to introduce managers and staff at all levels to the important aspects of skillful email management (using MS Outlook[™]), as well as learning the art of effectively writing and responding to email. It's important to remember that writing email doesn't cancel the old rules of good writing etiquette.

In the **Zero Inbox[®]** seminar, we focus on what matters most in organising, sorting, writing and using email so that this ever-demanding and increasing communication medium works better for you and your organisation every day. Through real-world e-mail writing exercises and a live demonstration of Outlook[™], participants learn how to control their email more effectively and efficiently, while writing email that gets read and actioned.

- ✓ Save time and trouble by knowing when to use email—and when not to.
- ✓ Improve email filing and finding by following our Outlook[™] strategies.
- ✓ How to action email for the many people who don't read well off a screen.
- ✓ Manage your in-box efficiently by using the power of Outlook[™].

What's Included

In addition to the high quality training program, participants receive a range of bonus materials to compliment and enhance their learning experience.



TRAINING MANUAL

Participants receive a detailed training and reference manual with this seminar. The manual includes lessons, case studies, and diagrams.



WHITE PAPERS

Access is provided to a special reference vault with reports and white papers.



MP3 AUDIO

Participants receive MP3 audio files containing strategies, ideas and concepts to boost their skills.



MEMORY CARDS

These reference cards reinforce the skills learnt at the seminar.



EBOOKS

Participants receive a selection business classics in pdf format.



ECOACHING

To enhance their learning experience, participants receive access to 3 months of online eCoaching.



CERTIFICATE

As a record of each attendance, participants will be able to gain a certificate of attendance and participation.



* To request a detailed seminar outline of the topics covered in this seminar, email us at mail@success.net.au or phone us toll free.

Our Short Course Programs Include:

Business Writing Skills

- Business Writing Power©
- The Minute-Taker's Workshop©
- Writing Reports and Proposals©

Communication Skills

- Communication Power©
- Negotiation Power©
- Networking for Busy Professionals©
- Communication Strategies Course©
- Negotiating Power©
- Conquering Your Fear of Speaking in Public©
- Client Service for Professional Service Firms©
- Customer Service Excellence©
- Telephone Power©
- Business Etiquette & Cultural Diversity©

Personal Effectiveness Skills

- Assertiveness Skills for Professionals©
- Increasing your Emotional Intelligence©
- Less Stress©
- Conducting Effective Meetings©
- Problem Solving & Decision Making©
- Change Management - A Change for Good©
- Speed Reading Power©

Human Resource & Recruitment Skills

- Facilitation Skills©
- Hiring Smart – Behavioural Interviewing ©
- Training HR for the Non HR Manager©
- Train the Trainer - The Practical Trainer©

Employee & Administrative Support Skills

- Anger Management©
- Business Ethics for the Office©
- Celebrating Diversity in the Workplace©
- Mediation through Peer Review©
- Motivating Your Workforce©
- Skills for the Administrative Assistant©
- Overcoming Workplace Harassment ©
- How to Manage Anger and Violence in the Workplace©

Project Management Skills

- Project Management Power©

Management and Leadership Skills

- Coaching and Mentoring Power©
- Embracing and Managing Change©
- Managing Performance and Attitudes©
- Writing, Conducting and Managing Staff Performance Appraisals©
- The 7 Pillars of Management©
- Delegation The Art of Delegating Effectively©
- Performance Management©

Conflict Resolution Skills

- Dealing With Difficult Customers©
- Conflict Resolution Dealing With Co-workers©

Team Building Skills

- Developing Performance Teams©

Time Management Skills

- Time & Email Management for MS Outlook©
- Time Track for Professional Service Firms©
- Time Track -Time Management©

Graduates & New Employees

- Grad Track –Effectiveness for New Graduates©
- Creating an Orientation Handbook

Professional Selling Skills

- Key Account Management©
- Selling With Emotional Intelligence©
- Telephone Power for Sales©
- The Psychology of Selling©
- Time and Territory Management©
- Building Relationships for Success in Sales©
- Dynamite Sales Presentations©
- Marketing and Sales©
- Overcoming Objections to Nail the Sale©
- Prospecting for Leads like a Pro©
- Selling Smarter©
- Using the Telephone as a Sales Tool©

* To request a detailed seminar outline of the topics covered in this seminar, or how our programs can be customised for your organisation, email us at mail@success.net.au or phone us toll free.

Call us: 1300-881-891 or (03) 9533-9533 or: mail@success.net.au