

## Zero Inbox

```
.style4 {  
FONT-SIZE: 18pt  
}  
.style5 {  
FONT-FAMILY: Tahoma  
}  
.style6 {  
FONT-SIZE: 24px  
}
```

Zero Inbox

Effective communication is without doubt one of the keystones to achieving business success. However, with all the correspondence and paperwork associated with business communication and transactions, many people struggle to find a clear language to communicate what can often be very complex issues and requirements.

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Who is Success Institute?

Headquartered in Melbourne, with associates based throughout the Australian states and New Zealand, The Success Institute are leaders in personal effectiveness training solutions.

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What do our clients say?

Fantastic course, excellent delivery and presentation - Ben Donald, BHP

I am looking forward to the rest of the series - Craig Smith, Uncle Ben's

I have learnt from Paul in two days what took me years in customer service roles - Rodney Linton, Rio Tinto

See our other prestigious clients

Today 98 6% of knowledge workers use email on a daily basis.

Email has become the most popular mode of business communication in the workplace 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 take action to this email now or later? Also with the growing popularity of email-enabled mobile devices like the Blackberry, these frustrations only follow people home&hellip;. after

hours!

What&rsquo;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 don't explain the best methods for successful email management and email writing.

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&trade;), as well as learning the art of effectively writing and responding to an email. It&rsquo;s important to remember that writing email doesn&rsquo;t cancel the old rules of good writing etiquette.

In Zero Inbox!© seminar, we focus on what matters most in organising, sorting, writing and using emails 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&trade;, participants learn how to control their emails more effectively and efficiently, while writing emails that get read and actioned.

What You&rsquo;ll Learn

Save time and trouble by knowing when to use email&mdash;and when not to.

Improve email filing and finding by following our Outlook&trade; strategies

How to action email for the many people who don&rsquo;t read well off a screen.

Manage your in-box efficiently by using the power of Outlook&trade;

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Who should attend

Everybody must attend this training program at least once; especially if they use e-mail is part of their daily routine. Everybody from the managing director through to the receptionist is going to learn a significant amount about how to maximise the use of e-mail and reduce their e-mail overload.

FREE graduate coaching program

To ensure that the skills learnt on the day of the program are fully utilised, each participant will receive a 3 month on-line Graduate eCoaching program (valued at \$195 per person) free of charge after the seminar

Learn how the Success Institute can maximise your business potential, sign up for our free information pack.

## How to Develop Your Work Smarts

Enter your business  
email address and first  
name below. We'll send

you a free report and mp3 audio program (\$79 value) free.

Your First Name:

Your Business Email:

**SECURE &  
CONFIDENTIAL**

Your email  
address will NEVER be rented,  
traded or sold.

WE GUARANTEE YOUR CONFIDENTIALITY.

We hate spam as much as you do.

