

## Effective Business Communication *Through E-Mail & Voice Mail*

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### Program Description

**Sending jumbled or obscured messages can do irreparable damage to company morale, productivity, and ultimately the bottom line.** When using e-mail or voice mail, it's important to mentally set the tone of your message before calling or writing, and to be sure you are communicating what you really mean.

This highly focused module can stand alone or be incorporated with Writing for Results workshop for a complete business communication package.

### You'll benefit by learning:

- To assess your personal modes of communication
- Intent vs. Impact of messages
- How to best reach different audiences at different times
- To determine which media are most effective to deliver information:
  - Crisis
  - Update/Status
  - Hiring/downsizing, morale-sensitive messages
  - Bad or good news
  - Team information
  - To traveling colleagues
- How to avoid the "Black Hole" of voice mail
- Creative and effective voice mail messages
- Email headlines that get read
- Appropriate, inappropriate and questionable use of humor or personal messages
- How to develop your own communication plan

**Maximum participants:** 15

**Program length:** 1 day