



# Email Protocol Program

## What's your Email Protocol?

Do you have an Email Protocol in place that sets guidelines for email use in your organisation? And we're not talking about telling people what their mailbox limit is; or what constitutes acceptable use of email in your organisation. We're talking about setting a standard for email behaviour - specific processes that people use to manage their email environment.

Poor email habits can cost your organisation hundreds of man hours each week. Businesses can make substantial savings by addressing the email issues that plague most organisations - excessive volume, email interruptions, lack of clarity in emails and inefficient email management.

Implementing an Email Protocol that establishes best practice email processes will go a long way towards addressing these issues and will result in a significant reduction in the organisational cost of email use.

## How is an Email Protocol Program structured?

The program consists of four distinct phases:

- **Audit Phase** – We determine the nature and extent of the email problem and establish a baseline for comparison in the Review stage.
- **Preparation Phase** – In conjunction with key members of your organisation, we develop a formalized document, an Email Protocol that addresses issues of productivity, workload management, etiquette and security.
- **Implementation Phase** – The Email Protocol is rolled out to the organisation using a variety of techniques; presentations, workshops, webinars and individual coaching.
- **Review Phase** – Three to six months following the completion of the implementation, the audit is repeated, results compared to the baseline and outcomes are quantified.

## What are the expected outcomes?

- A time-savings of up to 1.5 hours per person per day and a change in employee work behaviour from reactive to proactive, allowing people to focus on their important work.
- An improvement in employee clarity and focus with people feeling less stressed and more in control.
- Employees are able to use email in a more professional manner thereby offering a competitive edge.

## Like more information?

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