



# Service Essentials™ for Email!

Email communication is now critical to your business!

Instill effective and professional email communications in your organizations with Service Essentials™ for Email! Help your staff and managers build positive relationships, increase productivity, and develop loyalty with internal and external customers. This program is ideal for anyone in your organization using email.

## Topics Include:

- Use email with care
- Respond promptly
- Be aware of audience
- Show respect and be courteous
- Format with brevity
- Communicate effectively through clarity
- Proofread always
- Manage email to avoid overwhelm

## What RESULTS can you expect from Service Essentials™ for Email?

- Increased productivity through a positive work environment
- Internal email practices improve morale and reduce conflicts
- Customers become loyal because of the way they are treated via email by your company
- Company image represents the highest service standards
- Positive word of mouth about your service increases sales

## Service Essentials™ for Email can be trained by someone in your organization

The Service Essentials™ Trainer's Kit includes all tools and information to train the program in-house. The Trainer's Kit includes:

- Facilitator's Guide – including a step-by-step script for the novice trainer, check list, and trainer's tips to ensure a successful learning experience
- Powerpoint presentation, Participant Manual, Essential Practices Card and Graduation Certificate.

## Why use Service Essentials™ for Email for your email training needs?

### Energizing:

- Participant's interaction and real world experiences are built into the learning process. Service Essentials™ for Email is an enjoyable experience resulting in a renewed focus on effective and professional email communication.

### Cost Effective:

- Train-the-trainer option for delivery.
- Licensing agreement materials for large groups.

### Easy to schedule training:

- Half-day or one-day training options.

### Customizable:

- Email practice activities may be customized to demonstrate email communication issues directly related to your business.

### Behavior Based:

- Individual assessment and action plans included for improvement in every essential customer service practice.

### Reinforcement:

- Essential Practices Card – a summary card of critical skills to be kept handy by each employee in the work place.
- Personal development plans may be built into your performance management system.

*For more information please contact:*

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