emailogic™

TOP TIPS

IMPROVE YOUR WELLBEING & PRODUCTIVITY

Welcome to this complimentary booklet of tips from a selection of Emailogic training courses.

We are an agile, energetic, effective and dynamic learning and development consultancy, supplemented by a large network of world class associates. We are constantly evolving our learning interventions, and have collated a range of tips from across our portfolio for you and your teams.

If you want to explore Emailogic's range of more than 30 training interventions just click here. Please feel free to forward this link on to your colleagues.

About Emailogic

Emailogic has been established for over 20 years. Over 200,000 business professionals have attended our 30+ fast paced, interactive training sessions, or one of our longer development workshops or programmes.

We recognise and value the individuality of each customer organisation, which is why we tailor our training to meet your specific requirements.

Our passion lies in nurturing customer growth and development and ensuring we fulfil your unique learning needs.

We provide flexible and easy-to-digest learning solutions that are relatable and impactful. Our trainers love what they do, and their passion and dedication shine through in their work. Emailogic customers include:

AXA XL	Open University
Berkshire NHS	Quakers
Clifford Chance	Reform Club
City University	Rabobank
Croda	Toyota
Crown Commercial	Rolls Royce
ICAEW	Scottish Water
Isle of Anglesey Council	University of York
Mischon De Reya	VolkerFitzpatrick

And over 2000 other organisations
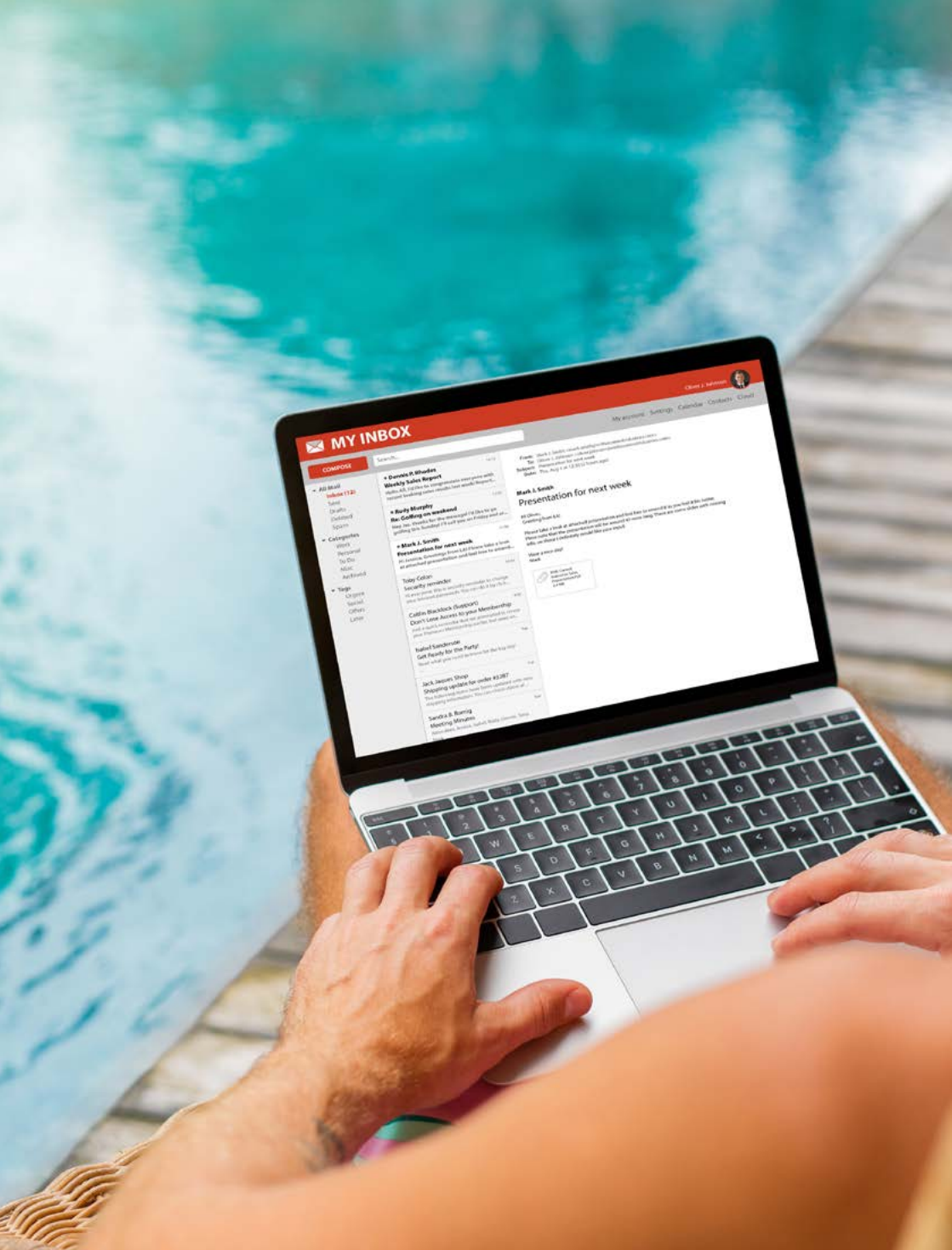
Email holiday inbox

Do some planning before you go on holiday. It's easy to be filled with dread when you return to an inbox full of email and that feeling is easily avoidable – with some foresight.

Here are some top tips:

1. Devise an informative Holiday Out of Office template – you may wish to use a different template for internal and external emails. Find someone who can deal with any urgent issues whilst you are away and include their contact details in your Out of Office message.

2. In your Out of Office message you may want to include: 'I will not be dealing with emails immediately when I get back, so if it is important, please resend your message after the date of my return.'

3. Use the Outlook 'rules' feature to manage messages when you are on holiday – for example an email from your clients or managers are automatically forwarded to a specific person/ filed in a folder. Or you could have all your holiday emails moved to a 'holiday folder'.

4. Call your key internal and external contacts the week before you are going away. Let them know when you will be away and who they can contact whilst you are on holiday.

5. Do not forget to turn your Out of Office message off when you get back!

To find out about the Emailogic interactive 90 minute course **'How to get better results from your email'** just click here.

Blended Meetings

With the rise in blended meetings here are some tips on how to get the most out of them.

A blended meeting occurs when 2 or more people are in a room on a virtual meeting with 1 or more others joining remotely – often whilst working from home.

1. Ensure everyone says something at the start of the meeting – this is essential. The research says if people do not contribute at the beginning of the meeting, they are more likely to feel excluded and remain disengaged during the meeting.

2. Ensure that everyone is aware of who is dialling in remotely and who is in the room – it is important that everyone feels included and knows the location of the other attendees.

3. If you are in the room in a blended meeting make sure you say your name and raise your hand each time you start to speak. It can be difficult to know who is speaking in a blended meeting, particularly if the meeting room is large and you are sat at the back.

To find out about the Emailogic interactive 90 minute course **'Effective blended meetings in a hybrid working world'** just click here.

To find out about the Emailogic interactive 90 minute course **'Effective Virtual Meetings'** just click here.

Participation in Meetings

How can you create value as an attendee in a virtual meeting?

Whilst we need great leaders, we also need great followers. Likewise, we can have great virtual meeting hosts – and we also need great attendees.

The success of a virtual meeting depends on us all, so beware of leaving it all up to the host. Especially with meetings with larger groups.

1. Turn up on time having done your preparation. Turn your phone off, close your email and be ready to be part of the meeting. If you are going to be there – be there 100%.

   Benefit – everyone will sense your presence and the meeting will have a more productive dynamic.

2. Listen to the speaker, engage - give the them all your focus. Avoid interrupting, think about your response and wait for the best, most appropriate time to speak.

   Benefit – interruptions can be rude and break people's flow. Think about the difference between an interruption and an interjection.

3. As a participant stay aware of the meeting dynamics, it may be that you need to facilitate part of the meeting to help things along. Or you may want to encourage quieter participants to say something. You could offer some technical support if someone needs it.

   Benefit – the host will feel supported and the flow of the meeting will remain positive with all the attendees taking responsibility too.
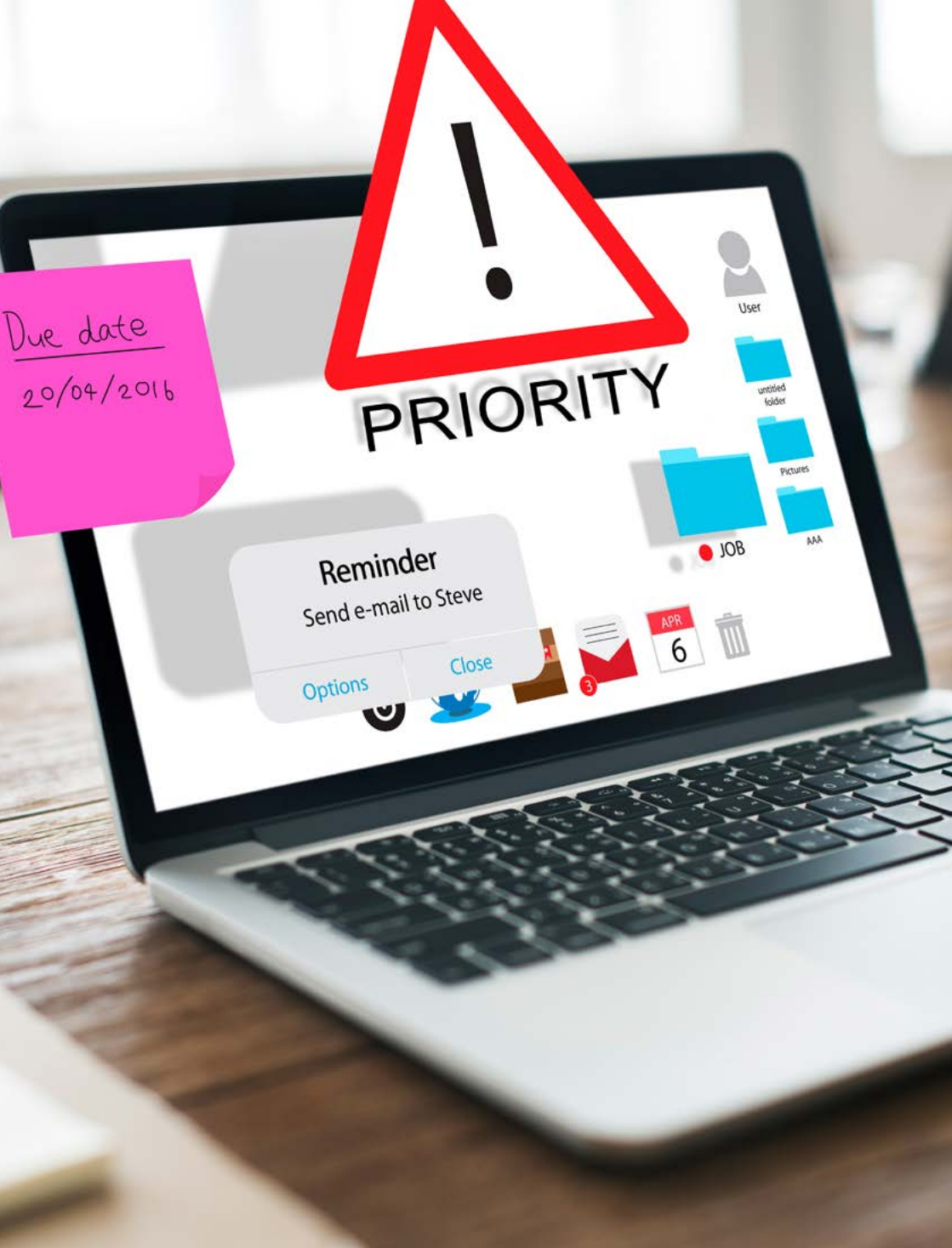
Effective Prioritisation

We all have lots to do both at work and personally - being able to prioritise effectively is an essential skill if we want to achieve all our goals and a satisfying sense of fulfilment in our lives.

The good news is that being able to prioritise effectively is easy to learn and simple to apply.

Below are three tips from the Emailogic course 'Effective Prioritisation and Delegation' to help you get what you need to get done!

1. Start every day populating and refining your daily 'To Do' list. Include everything you need to do on that list. This will move things out of your head, giving your brain more capacity to focus throughout the day, and you'll be more effective as a result.

2. Create a weekly 'To Do' list too (you can also create a monthly list). When you write down 'To Do's' include a verb or a 'doing' word. Also include a 'by when' the action will be completed by. Remember it is always OK to move the timing if you need to – realistic deadlines will often move.

3. Diarise time to focus on your medium and longer term goals. Remember that to fail to plan is to plan to fail.

To find out about the Emailogic interactive 90 minute course **'Effective Prioritisation and Delegation'** just click here.

To find out about the Emailogic interactive 90 minute course **'How to get better results from your email'** just click here.

Reducing CC's

Have you ever been copied into an email you didn't need or want? No one needs any additional or unnecessary reply to all's clogging up their inbox.

Here are 3 quick tips on reducing the copying culture in your organisation:

1. CC less – If they do not need to be copied, don't send it.

   Benefit – You will save yourself and the recipient valuable time.

2. If you receive CC's that you do not need and do not want – consider sending them a polite email that asks them to 'please stop'.

   It could read something like this:

   > *Hello [NAME],*
   >
   > *You have CC'ed me in on this email.*
   >
   > *It is really of no value to me – I would prefer if you would not copy me in on this type of information in the future.*
   >
   > *Thank you.*
   >
   > *Kind regards,*

   If you do not respond the sender will assume it is OK to copy you in on unnecessary traffic – and they will do it again in the future.

3. Talk to your teams about who needs to be CC'ed in on what – and who doesn't. A five minute conversation can save days of team time by reducing the number of unnecessary CC's.

© Emailogic Ltd

Presentation Skills

Many of us need to deliver presentations to share updates, ideas and complex information. Whether your presentation is face to face or virtual there are lots of skills and techniques which can help you engage your audience and communicate your key messages powerfully.

Besides designing a presentation that has a proven winning structure and is effortless to follow, it is also important to know how to manage nervousness and fully engage your audience.

Here are 3 top tips from our ex-actor trainers on presenting:

1. A presentation will never be worse after a rehearse. Always rehearse – on your own or with a colleague – say the words and move the slides (if you have any). Your delivery will only improve as a result.

2. If you think there may be resistance to a particular hot issue, include it within your presentation, preferably at the start. Plan to deal hot issues early – invite input, meet them head on and get them out of the way. Remember, when presenting, any energy (+/-) is good energy!

3. Model what you want your audience to feel – don't expect them to be excited if you are not excited.

To find out about the Emailogic interactive 90 minute course **'Presentation Skills'** just click here.

Working From Home

Many of us work at home at least some of the time. Whilst this is super in terms of environmental impact, travel time and cost, it can be isolating and can impact relationships and networking opportunities.

Here are some ways to combat feelings of isolation and improve mental health when working from home:

1. Rather than have an online meeting, from time to time arrange to meet colleagues face-to-face if you, either in the office, for lunch or for a coffee. When you do go into the office, make sure it on days where other members of your team will be in too.

2. Consider your response to emails before hitting send. If an email has you feeling triggered and you feel your response may be emotionally driven, save it as a draft and go back to it when you know you can respond professionally.

3. Use your out of office and email signature to clearly indicate your working pattern, avoid confusion and to put boundaries in place for working hours.

4. If you work outside of normal business hours you may want to include a message in your email signature which says:

> *I work flexibly and you may be receiving this message out of normal business hours. I am not expecting a response out of normal business hours.*

5. Make sure you take regular short breaks – sitting in front of a screen can have an impact on both physical and mental wellbeing as well as your ability to focus.

Smart Objectives

Setting objectives or goals is something most of us must do in the modern workplace. They help us to know where we are, where we need to get to, and how we're going to get there. And for the organisation they create a clear link between the strategic aims and your individual actions.

People often say these objectives should be SMART – specific, measurable, achievable, realistic, and timely. In practice, though, objectives rarely cover all these bases`. Here's a few tips to start making your objectives SMARTer:

1. Before creating your goals, consider the 5Ws: Who will be responsible and who is involved? What are we going to do? Why is this task important? Where will it take place? When will it happen?

2. Use active verbs like 'analyse' and 'design' and avoid vague phrases such as 'be aware of' and 'keeping on track of'. This helps your objectives to be more specific, and there will be less confusion about your achievements when you review progress later in the year.

3. Check that progress against your objective is measurable and break down the measurable milestones into small chunks. Then you can easily check progress with your manager and change course if required before wasting too much effort in the wrong direction.

To find out about the Emailogic interactive 90 minute course **'Setting SMART objectives'** just click here.

Effective Communication Using Stories

Did you know that humans are the only animal that tell stories? Story is programmed into our chemistry.

We are surrounded by countless stories daily and, when used with awareness in business, they are an immensely powerful way of influencing and persuading others.

Knowing how to create, refine and make stories memorable can really help us build relationships.

1. Stories set off reactions in our brains that makes the listener create virtual experiences. This, in turn, leads to a shared experience. It also causes the release of dopamine which, amongst other things, increases our focus and memory. Basically, telling stories is BRILLIANT for building and strengthening relationships.

2. When creating a story always start with 'The Why'. Why should your audience bother listening to you? What is the real benefit for them? If you start with the why you will always have a story that your audience want to hear.

3. People have different preferences for learning – some of us like numbers and detail, some of us are more creative and like graphics, some people are more auditory, some prefer feelings and emotions, values are powerful too – and everyone loves a giggle! So, when creating and telling your story it is always important to appeal to different learning styles.

To find out about the Emailogic interactive 90 minute course **'Effective Communication using Stories'** just click here.

Effective Telephone Skills

Whether you're speaking to customers, clients, or colleagues, here are some top tips to enhance your telephone skills:

1. Prepare for any outgoing calls by gathering all the relevant facts, and by considering feelings. Think about your current energy level and mood, while empathising with the situation of the person you are calling.

2. Remember a good outcome for you and your company may be slightly different for the person you're calling. Keep their ideal outcome in mind, warmth will come across in your tone and you will build greater rapport.

3. Become aware of 'Filler words / phrases' that you may repeatedly use. These words are habitual and not pertinent to the conversation (their only purpose being to give you time to think). Consciously practice not using these words or phrases, and just take a pause instead.

To find out about the Emailogic interactive 90 minute course **'Effective Telephone Skills'** just click here.

UNDERSTANDING AND RESPONDING TO SEXUAL HARASSMENT

The Worker Protection Act came into force in October 2024. It is an amendment of Equality Act 2010) and strengthens existing protection for workers against sexual harassment.

The new law will place a new duty on employers to take 'reasonable steps' to prevent sexual harassment.

Sexual Harassment – a definition

- Sexual Harassment is an unwanted conduct of a sexual nature that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment
- The conduct doesn't need to be sexually motivated, only sexual in nature
- An individual can experience unwanted conduct from someone of the same or a different sex
- Sexual interaction that is invited, mutual or consensual is not sexual harassment because it is not unwanted
- However, sexual conduct that has been welcomed in the past can become unwanted.

Ask yourself:

Do I fully understand what constitutes sexual harassment in the workplace?

Do I know how to respond effectively when I witness it happening?

Top tips for improving conflict resolution:

- Think about the best way of responding if you witness inappropriate behaviour ahead of it happening
- Read up on the definitions of sexual harassment in the workplace
- Get to know your organisational policies around bullying and harassment

For information on the Emailogic **Understanding and Responding the Sexual Harassment** learning session, please click here.

© Emailogic Ltd

Emailogic Learning Sessions

We offer over 40 high-quality, bite-sized live virtual training sessions to help in all areas of workplace development.

Click on any of the following learning session titles to learn more about the outcomes, benefits and content.

Skills for Everyone

Presentation Skills

Conflict Resolution

Coping with Change

Continuous Improvement

Effective Work Planning

Assertive Communication

Demonstrating Courage

Setting SMART Objectives

Resilience and Adaptability

Professional Telephone Skills

Customer Service Training

Developing Personal Influence

Presentation and Facilitation Skills

Learning From and With Colleagues

Handling Challenging Conversations

Personal Branding in a Virtual World

Effective Prioritisation and Delegation

Understanding Emotional Intelligence

How to get Better Results from your Email

How to Design Virtual Powerpoint Presentations

How to Strengthen Relationships and Connections

Effective Communication with Story Telling

emailogic™

Skills for Managers

Managing Change

Psychological Safety

Managing Remote Teams

Effective Virtual Appraisals

Giving Effective Feedback

Effective Mentoring Skills

Coaching Skills for Managers

The Art of Performance Management

Effective Prioritisation and Delegation

How to Think, Plan and Act Strategically

Management Development Programme

Hybrid Working Skills

How to Design Virtual Powerpoint Presentations

Managing Remote Teams

Effective Virtual Meetings

Effective Virtual Appraisals

Professional Telephone Skills

Effective Blended Meetings in a Hybrid World

Personal Branding in a Virtual World

Effective Virtual Professional Meetings

Marketing Webinars that Win Business

Designing & Delivering Virtual Presentations

Designing & Delivering Live Virtual Sessions

Effective Live Virtual Sales, Pitches and Bids

How to Get Better Results from your Email

Effective Email – Refresher

Equality Diversity and Inclusion

Active Bystander

Unconscious Bias

Cultural Awareness

Psychological Safety

Assertive Communication

Equality, Diversity & Inclusion – The Fundamentals

Active Bystander Training for Young People

Understanding and Responding Effectively to Sexual Harassment

About Emailogic

Emailogic is a training consultancy that has a library of short, fast paced engaging courses that embed new behaviours to be taken back to the workplace.

Our customers tell us that our training is of an exceptionally high standard and the depth of our understanding of their required outcomes, combined with an ability to deliver quality results, is rare. Emailogic provide measurable learning and behavioural change (tick box training is not our thing) through over 40 high-quality learning sessions . We deliver to all roles from graduates, team members and managers up to leadership and board level – willing or unwilling. Emailogic have a team of 10 trainers and facilitators – each has over 20 years of experience. We have long list of very satisfied customers across all sectors.

What Our Customers Say

"Working with Emailogic is a genuine pleasure. All their workshops cover the lifecycle of an employee whether for manager or employee, and the behavioural change we have seen from this has been quite noticeable, in particular around effective appraisals, goal setting but also hybrid working, which was a huge topic for us last year and going into this year. A steady and trustworthy relationship."

Amy Bollato-Velda, Learning and Development Manager, Rabobank

"We engaged Emailogic to run a management development for our managers who have extremely different levels of experience and are responsible for very different areas of the business and they did a great job of accommodating those differences. The feedback from all participants has been universally positive, with all attendees enjoying the conversational style of the sessions. We are already seeing benefits as managers see the big picture more clearly and are able to deal with staff issues much more effectively. We are running follow-on sessions and would recommend Emailogic to anyone!"

Abi Hardcastle, Head of HR, Reform Club

"Emailogic's webinars are by far the best I've come across. During their sessions, I find the learners are locked in for the entire time period and engaged through active participation. The team take their time to understand the client needs and customise to ensure it meets the requirements. They are a good team to bring into your organisation especially given the emphasis and growing need of virtual learning and their mastery around it."

Poonam Menon, Lead, Leadership Capability Team, Standard Chartered Bank

Besides delivering short courses our highly experienced team offer a range of other training services:

- Group Facilitation
- Bespoke development
- Longer training programmes
- Management Development Programmes

For further information, please email or call and speak to a member of our friendly team.

✉ **enquiries@emailogic.com**

📞 **+44 (0)203 154 6611**

🌐 **www.emailogic.com**