



Email Overload Workshop Outline

Workshop Objectives – What attendees will do:

- Understand the impact on stress and productivity of the way we use email
- Understand the psychological drivers that cause us to use email in the way that we do
- Learn how to build an organisational code that will help reduce the volumes of internal email within your organisation
- Learn tools to manage important external emails from clients more effectively
- Learn some powerful individual tools for reducing the impact of email overload

Duration

- Suggested duration 4 hours including break mid-way

Session I: What is Email Overload?

- *Exercise* – are you overloaded?
- Email volumes: running into hundreds daily for some
- Inefficient use of emails: research suggests this soaks up 12-20% of payroll
- Interruptions: Alerts and messages over multiple channels reduce our cognitive ability (twice the impact of smoking cannabis!)
- BlackBerry “addiction”: hooked on sending and checking messages 24/7



Session II: Why is Email Overload a Problem?

- *Exercise* – why we should worry about email overload
- Email as a driver of stress and inhibitor of well-being
- Its detrimental impact on many of the qualities required for effective and sustainable leadership: relaxation, good quality sleep, resilience
- The bleed into family life e.g. weekends, holidays
- The impact on focus and sense of perspective
- Its detrimental impact on good working relationships (not replying to messages, using BlackBerry in meetings)
- The dilution of delegation and other habits of good leadership
- The normalisation of email behaviours

Session III: Why does it happen?

- *Exercise*: Why do we use email the way we do?
- An exploration of fundamental human psychological drivers (need for high status, hunger for gossip)
- A review of rapid changes in communications technology
- Looking at the impact of the loss of traditional indicators of hierarchy in office life

Session IV: What can be done about it?

- The need for leadership commitment: “the fish rots from the head”
- Organisational codes on email and BlackBerry use
- Tips and support for individuals to improve use of technology
- How the right technology can help further still
- The importance of focus and discipline

