Triage Your Inbox

A life-changing program that will transform your inbox

Get your inbox under control and keep it that way ... in just 30 days

The Triage Process

The Triage Process is a remarkably simple way to get control of your inbox.

Not only will you feel much more organised, but it will also save an enormous amount of time and energy otherwise spent re-reading and re-prioritising emails every time you visit your inbox.

It will also save a surprising amount of head space and free you up from having to rely on your memory to keep track of everything you have to do. Plus, you'll have more time to focus on the things that really matter in your role.

This revolutionary Triage Process cuts through email volumes like a hot knife through butter!

Unlimited coaching support ensures you fully implement and sustain the email Best Practices that are learnt.

What you learn in this program will change the way you work . . . forever!

Program Overview

Work with a Global Thought Leader and leading Email Productivity Expert to transform your inbox with unlimited coaching support to ensure you implement and sustain this transformation of the way you manage your incoming email and workload.

Step 1: 'Kick off' and introduction (30 mins)

Step 2: Triage Your Inbox Masterclass (1 hour)
- Set up the new Triage Process for your inbox, learn how to use it and then implement, practice & consolidate over the following week(s) with unlimited 1:1 coaching support.

Step 3: Weekly Review sessions x 2 (30 mins)
- Review progress, answer questions, troubleshoot issues and fine-tune your settings

Step 4: Ongoing Support (90 days)
- Unlimited access to webpage of recordings and resources
- Unlimited email screenshot & 'live' 1:1 coaching support
- Monthly Dr Email Q&A Forum

Presenter: Steuart G. Snooks

As a global authority on email and workplace productivity, Steuart Snooks brings over 20 years of research and executive experience to this program. He teaches proven email management best practices that help leaders regain control, reduce cognitive load, and work with greater focus and effectiveness.
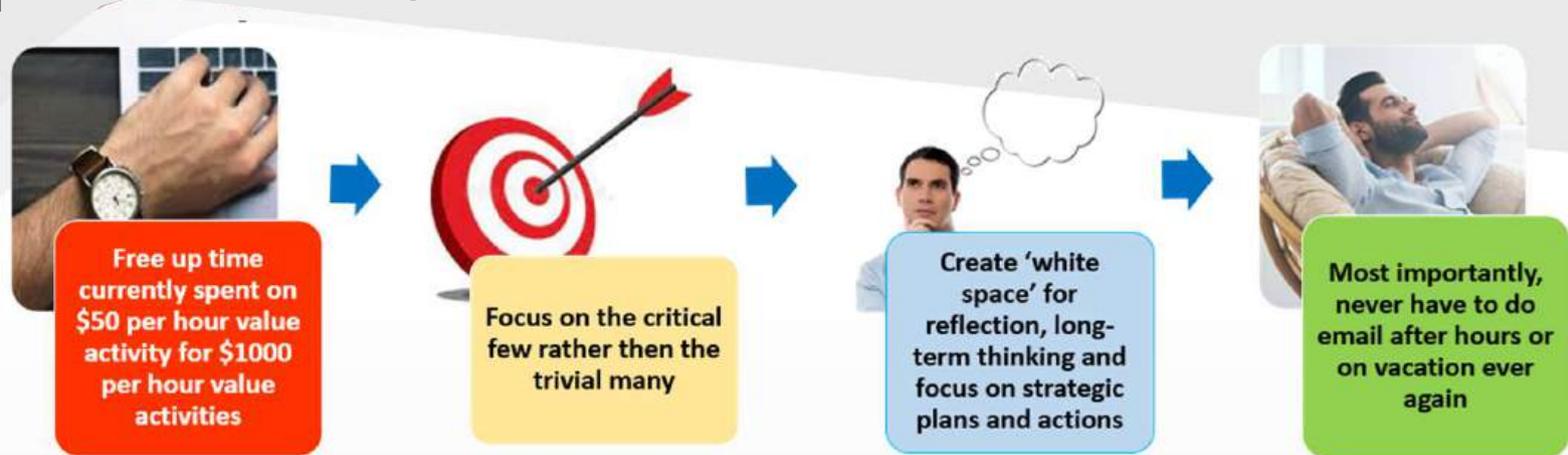
Objectives

- Establish a proven method to get (and keep) your inbox organised and under control
- Reduce visual and mental distraction
- Eliminate re-reading and re-analysing of email
- Free up time and headspace for higher order thinking, projects, priorities and strategic planning.
- Enhance communication and understanding when working in a shared mailbox (eg: EA and Exec)
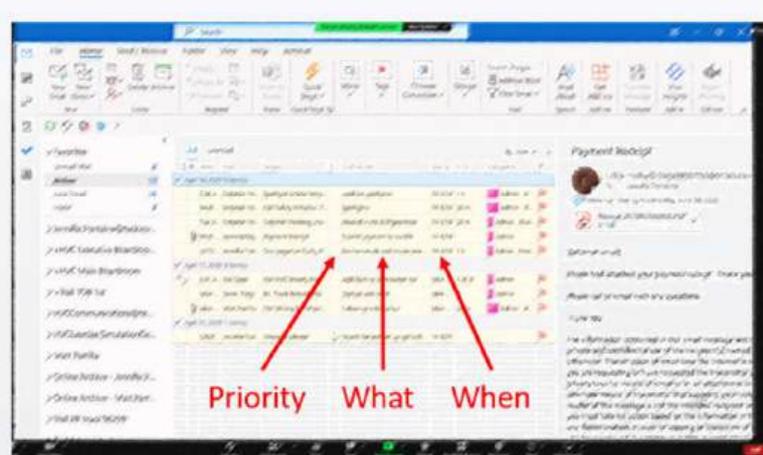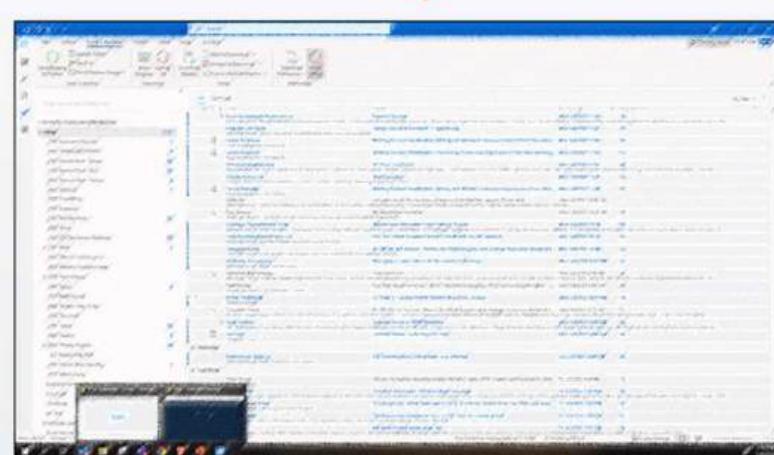
Outcomes

- ✓ Reduce time spent 'doing email'
- ✓ Save at least 64 minutes per day *(based on feedback from past 3 years)*
- ✓ End each day with an organised inbox and clear mind
- ✓ Clear up 15-20% of your headspace
- ✓ Create a more proactive working focus
- ✓ Eliminate a major cause of anxiety, stress, frustration, overwhelm and burnout
- ✓ Improve your confidence, self esteem and morale and worklife balance

The Value Proposition

Free up time currently spent on $50 per hour value activity for $1000 per hour value activities → Focus on the critical few rather then the trivial many → Create 'white space' for reflection, long-term thinking and focus on strategic plans and actions → Most importantly, never have to do email after hours or on vacation ever again

BEFORE 48,901 in the Inbox

AFTER Just 9 emails to be actioned

Priority   What   When

Before and after inbox views for Jen Fontaine, Business Assistant, Highland Valley Copper, Teck Resources, Canada

Screenshot Coaching Support

Screenshot coaching involves providing feedback, guidance, or assistance using annotated inbox screenshots. It is an ideal way to provide a clear visual representation of the areas that need attention or improvement. It allows precise coaching and collaboration across different locations and time zones, and the feedback can be tailored to the specific needs of each individual.

Program Benefits

How your HR/ Learning & Development Manager will benefit:

- ✓ This training delivers tangible benefits back to the business
- ✓ Eliminates a major cause of executive frustration, dissatisfaction, stress and anxiety
- ✓ Reduces a major factor in executive burnout (ie: from extended hours dealing with emails)
- ✓ Delivers a significant and measurable return on investment (ROI of approx. 20:1)
- ✓ Negates 'training resistance' (as there is an immediate benefit for each participant)
- ✓ Effects cultural change (without flagging it as a 'cultural change' program)
- ✓ Presents a broad-based training opportunity (which can be customised)
- ✓ Can be built into an employee's personal development plan (PDP)
- ✓ Increases employee capacity, morale, self-esteem, well-being and work life balance

How your Chief Information Officer/IT Manager will benefit:

- ✓ Reduces the volume of email traffic
- ✓ Reduces volume of e-mail stored unnecessarily (due to slow/unprocessed messages)
- ✓ Reduces the volume of body text in each email message
- ✓ Reduces the volume and size of email attachments
- ✓ Reduces the load on the printers and printer servers
- ✓ Quickly identifies the emails that need to be filed/archived/deleted

How your Chief Operating Officer will benefit:

- ✓ Helps to creates a uniform and measurable standard for email use
- ✓ Creates a more productive and focused workplace with fewer interruptions
- ✓ Reduces corporate liability around loss and misuse of email
- ✓ Limits the hidden cost of an unmanaged, unrestricted email culture
- ✓ Provides opportunity to measure and manage a powerful & ubiquitous business tool
- ✓ Frees up time, energy and headspace for higher order thinking, tasks, projects, sales etc

How your Chief Financial Officer will benefit:

- ✓ Improves use of corporate IT resources
- ✓ Reduces hidden costs (over 30% of employees' time is spent on unnecessary email)
- ✓ Saves 18-25% of salary cost
- ✓ Facilitates and encourages improved productivity and performance from each employee
- ✓ Provides a 'target' for cost reduction, and a structured format by which to achieve it

Stage 1: Triage Your Inbox
This is stage 1 or entrée of the comprehensive Revolutionise Your Inbox program.

Stage 2: Revolutionise Your Inbox
This program extends the Triage Your Inbox program to full 'main course' of the Revolutionise Your Inbox program, with the following content.

Email & Calendar Integration
- Integrate email tasks from the inbox into the calendar, along with the rest of your tasks and workload.

Folder Management
- Simplify email folder structure and harness the power of Search.

Attention Management
- Structure email into your day and reduce the devastating impact of email interruptions/distractions.

Automation Strategies
- Learn ways to speed up and automate your email replies and processing.

Effective Email Etiquette
- How to write clear, concise, actionable email that gets attention and quick responses.