

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: Stewart G. Snooks

As a global authority on email and workplace productivity, Stewart 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.



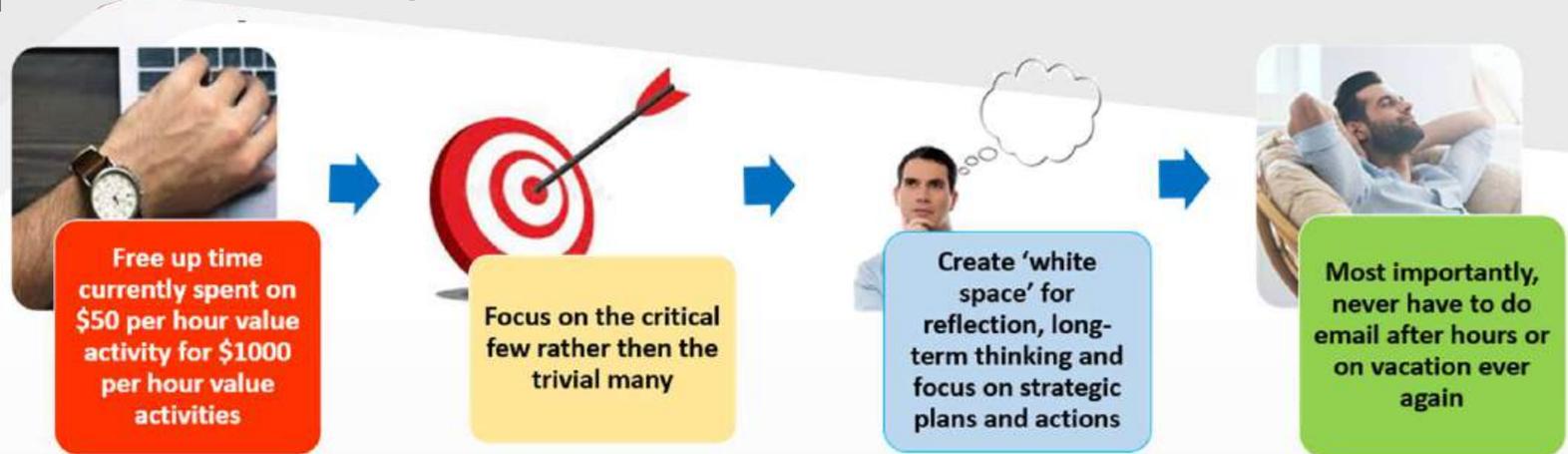
Objectives

- 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

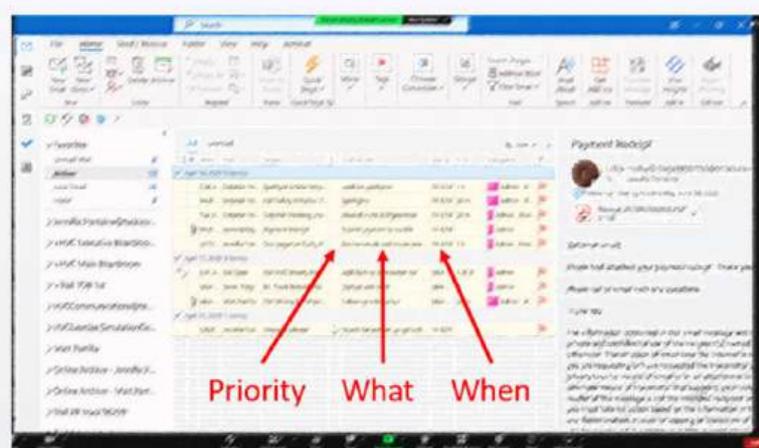
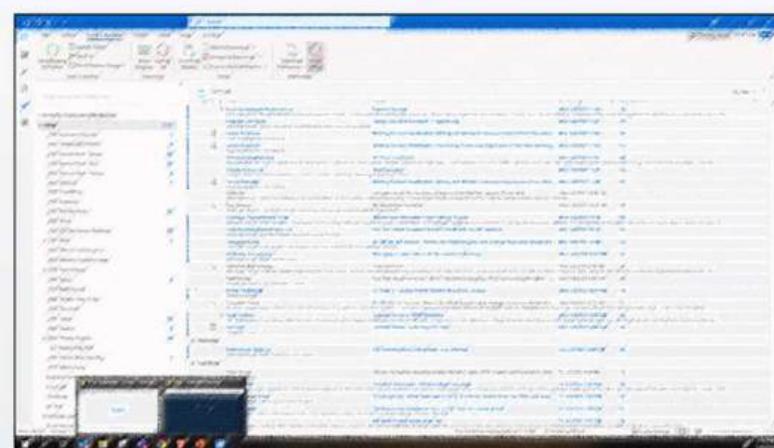
- ✓ Reduce time spent 'doing email'
- ✓ Save at least 64 minutes per day (*based on feedback from past 3 years*)
- ✓ End each day with an organised inbox and clear mind
- ✓ Clear up 15-20% of your headspace
- ✓ Create a more proactive working focus
- ✓ Eliminate a major cause of anxiety, stress, frustration,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

The Value Proposition



BEFORE 48,901 in the Inbox

AFTER Just 9 emails to be actioned



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 create 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.

Graduate Feedback (Here's what others say)

Life changing PD. Would never go back to the old clunky inbox style. It's great having a system and piggy backing on a tried-and-tested method that works. I've embraced every suggestion. Everyone should do this. It's excellent.

Sigrid Parker | Project Officer Learning Success | QLD Academy for Science, Mathematics & Technology

This course was a thorough rebuilding of understanding of what email is and how it can be managed and utilised for best effect.

Bart Kohler | Systems Engineering Manager | Mercedes Benz

I came to this course for what I like to call 'email rehab'. My inbox was out of control and I was paralysed by the enormity of dealing with it.

Steuart provides practical information that you can implement on the spot, and evidence that encouraged me to change some longstanding bad email and filing habits. The cumulative effect is that this course has fundamentally changed the way I, and my team, work.

There is increased clarity around who is responsible, what next action is required, and the timeframes for completing tasks. The increased efficiency has freed up so much time in our workday.

Another unexpected benefit is the ability to do 'deep work' that requires focus and concentration.

As someone who was very time poor and drowning in emails, I can't recommend this course enough.

Ellen Piper | Outreach & Partnerships Manager Commonwealth Superannuation Corporation

This is one of the best professional development opportunities I have ever engaged in. From the very first session of the program I was able to make changes to the way I worked that streamlined my processes and helped me to focus on the work, not the emails themselves. Steuart is an amazing instructor who knows his content deeply. He is engaging, effective and encouraging. I can't recommend this program highly enough!

Bronwyn Green | Project Manager | Department of Education and Training

"Steuart's Triage Your Inbox program has been the most transformative productivity tool I've adopted in the last decade.

His process has significantly freed up my time, allowing me to focus on deep work, strategy, and reflection—rather than being consumed by my inbox.

I no longer worry about unfinished tasks or missed emails; everything surfaces exactly when I need to take action. No more endless flagging, filtering, or second-guessing. This system is a game changer!"

Amy Smith BAppMgt, GradCertMgt | HSE Manager – Training | Stanwell Corporation

"This course has changed my work life! Amazing tips from the email master – I am so much more in control of my inbox. I never would have thought such a huge change was possible – I've been using outlook for years after all and thought I knew how to use it!

I knew there was a better way of managing my emails and googling wasn't helping! I now feel more in control of my workday and a LOT less overwhelmed."

Daina Latta | Executive Assistant to CEO | Safe Steps Family Violence Response Centre

My inbox was out of control and I had been searching for a way to tame it. The strategies I have tried in the past never stuck and usually my inbox went back to chaos mode pretty quickly. I was expecting some good strategies, and with Revolutionise Your Inbox I learnt a system that improves my productivity, enhances professional communication and reduces the stress on inbox chaos.

Judi Stanton | Department of Education and Training

"This training has been a complete game-changer for me. Previously working as an EA and now the founder and CEO at The EA Institute, I know how important email management is for any Assistant. This will 100% revolutionize how you do email. Loved it. Thanks, Steuart."

Amanda Vinci | Founder & CEO | The EA Institute

See more client feedback and testimonials at <https://www.emailproductivity.com.au/client-reviews>

Graduate Feedback

(Here's what others say)

Participant Feedback from Triage Your Inbox Program



“The impact this course has had on my mental health is truly amazing. I can leave work at work and not keep the mental load open. I greatly appreciate everything I have learnt. Thank you.”

Kumari Casey - Qld Health
Member of the EA Institute

www.emailproductivity.com.au



The 'Triage Your Inbox' workshop was a game-changer! Steuart's presentation style was clear, engaging, and easy to follow making even the most complex concepts feel manageable. I felt left the workshop with actionable strategies that have already made a significant impact on my productivity and inbox management.

Brian Peka | Economic Development Officer |
Business Development & Investment |
Greater Dandenong City Council

 *Steuart Snooks*

emailproductivity.com.au/client-reviews

EA PERSPECTIVE



I was amazed at how quickly we transformed a chaotic, overflowing inbox into a sustainable, high-performance work environment.

I am extremely proud and excited about the changes we've implemented. As an EA, my top priority is to maximize the value of my Executive's time, and I believe the adjustments we've made have elevated our performance to a whole new level. The knowledge I gained from Steuart's coaching has set me up for success in my career, and I am incredibly grateful for the opportunity to share these insights with others in the organization.



MINDY KAGY | EXEC ASSISTANT IT&S|
SUMMA HEALTH - OHIO, USA



“The Triage Your Inbox course was a game-changer for me.

Over just three weeks, Steuart equipped us with practical tools that transformed how I manage my email. I now spend far less time feeling overwhelmed and more time taking meaningful action.

No more revisiting the same messages without progress! This course has significantly reduced my inbox stress and boosted my productivity.

Highly recommended to anyone looking to take control of their digital life.”



ALEJANDRA FORERO |
BUSINESS SUPPORT COORDINATOR |
KPMG NEW ZEALAND