

## Managing Information Overload: Increasing Your Personal Productivity

Do your employees find themselves having to do more, better, faster, and cheaper to stay up with today's fast-paced work environment? This four- or eight-hour workshop will provide strategies and techniques to increase productivity and save time for individuals and the entire organization.

### Key Objectives

- **Create clear, concise email and voice-mail messages with the MADE Format®**
- **Manage high-volume email**
- **Handle incoming and outgoing paperwork efficiently**
- **Identify and eliminate unnecessary paperwork**
- **Think, plan, and do with idea wheels**
- **Develop patterns and principles for daily routines**
- **Give and receive clear instructions**
- **Select the most appropriate method of communication**

### Who Should Attend

Anyone who interacts electronically, by phone, or face to face with others on the job

### Materials/Texts

Participants will receive the text *E-Writing: 21<sup>st</sup>-Century Tools for Effective Communication* (written by Dianna Booher and published by Simon & Schuster/Pocket Books), job-aids, and a binder of tips and exercises. Participants will also bring samples of their own email messages for specific practice of the techniques taught.

### Class Size

15-20 participants