

Email Etiquette: Tips and Techniques for Success



LIVE AUDIO CONFERENCE

July 18, 2012

1:00 PM – 2:30 PM EST

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Today's administrative professionals live in a cyber world. The vast majority of communication is now done electronically. With over 2 billion emails being sent and received in the U.S. each day, it's easy for administrative professionals to get buried in an avalanche of messages, respond in haste, or overlook the personal aspect of electronic communication. This live audio conference helps an administrative professional develop communication savvy and acumen that will not only enhance their professional reputation, but that of their managers and organization. Loaded with tips and suggestions, this audio conference, will also provide practical methods for saving time and increasing productivity. The cost of one lost or misinterpreted email may be too high. Discover proactive ways to tame the fast growing reactive time waster in today's workplace.

AUDIO CONFERENCE AGENDA

Composing and Responding to Email

- Determine When and Why to Choose Email Correspondence
- Strike the Right Tone When Communicating Electronically
- Learn Basic Strategies for Successful Outcomes

Managing Your Managers' Email

- Think and Act Like a Business Partner
- Understand the Legalities and Protocol of Electronic Communication

Managing Your Own Email

- Engage Best Practices to Save Time and to Work Efficiently
- Curb Bad Habits to Showcase Professional Sophistication and Integrity

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Email Etiquette:

Tips and Techniques for Success

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Meet The Presenter:



Erin O'Hara Meyer, PHR

Administrative Excellence, Inc.

- Owner of Administrative Excellence, Inc.
- Former administrative professional and human resources manager
- Conducts regular seminars and workshops on numerous personal and professional development initiatives for administrative professionals
- Writer of several publications related to the leadership, empowerment, and growth of administrative professionals, including *Administrative Excellence: Revolutionizing Our Value in the Workplace*, Beavers Pond Press, April 2005
- American Society of Training and Development, International Association of Administrative Professionals
- A.S. degree, Bay State College
- Can be contacted at 651-322-3678, erin@adminexcellence.com or www.adminexcellence.com

“The ability to learn faster than your competitors may be the only sustainable competitive advantage.”

— Arie de Geus



Who Will Be There?

This live audio conference is designed for administrative assistants, executive assistants, office administrators, secretaries, office managers and other administrative professionals.

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GENERAL INFORMATION:

- This live audio conference may be recorded by Lorman.
- If you need special accommodations, please contact us two weeks in advance of the program.
- Lorman Education Services is not approved to offer self-study CPE credit for accountants; therefore, no CPE will be given for this program if ordered as a self-study package.

CANCELLATIONS: Substitute registrants can be named at any time. A full refund, less a \$20 service charge, will be given if notification is given six or more business days in advance. Notification of less than six business days will result in a credit that can be applied to any Lorman product or service. If you do not cancel or attend, you are responsible for the entire payment.

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