



# The *ultimate* Email Survival Guide

Tips you can use today to  
fast forward your relationships.

[www.nowwhatfacilitation.com](http://www.nowwhatfacilitation.com)



# THE TROUBLE WITH TECH

Sending that e-mail gives us the release we need when we are emotional. But does it solve anything? Almost never.

So why do we do it? We all know that face to face communication is more effective. It's quicker and avoids mis-understandings. E-mail gives the false impression of avoiding the ugly drama of a face to face disagreement while at the same time fixing the problem.

*The trouble is...*

it's one sided.

While e-mail's great to help organize our thoughts and gives us control over how we express our feelings (*think no embarrassing crying*) it's never the answer to a hard conversation. Tone, body language and other non-verbal cues are crucial.

We have all fallen into the trap of believing that a well-worded e-mail will fix everything. The problem is it never does.

”

**I AM SO GLAD I TOOK  
THE 2 HOURS TO  
WRITE THAT SUPER  
AWESOME E-MAIL  
THAT FIXED  
EVERYTHING.**

*- said no-one ever.*

“

*Before*

# e-mail or text

*ask yourself...*

## 1. Is it important?

Regardless of why, if the answer is yes it's time to pick up the phone or knock on a door.

## 2. Do you want to apologize?

Apologies are best done face to face. The person receiving the apology needs to hear tone, see body language and be able to respond in the moment. They may need to ask clarifying questions and not have to wait for an e-mail response.

## 3. Have you waited too long to respond?

Do you suffer from e-mail overload? If you tend to procrastinate before responding to e-mail it can lead to frustration. A quick phone call or conversation allows you to show that despite the delay in responding you value their communication efforts.

## 4. Will there be questions?

This is a sure fire way to fill up an inbox with back and forth. A quick phone call will save valuable time.

## 5. Is it complicated?

If you have to explain something complicated don't risk being mis-understood!

## 6. Is it personal?

Personal issues warrant a personal approach. There may be emotion involved and any chance of mis-communication should be avoided. *BONUS* here: when you don't send your personal info out into cyber-space your privacy is protected.



*But wait!*

When we have to have a tricky conversation it is important to invite the other person in a way that won't take them off guard. Don't be off-putting by sending an accusatory e-mail and then asking them to talk more. I know I probably would either show up with boxing gloves or not at all if I got something like this...

Hi Nadia

I am writing today because it was really inappropriate and unprofessional of you to approach the team for a photo without the permission of all of the parents on Saturday. Can we go for coffee to talk about this?

Sincerely,

Mike

now what.

# How to invite someone to a tricky conversation

*by e-mail...*

*Subject lines are everything!*

Phone call?

Coffee?

Hoping to talk soon...

*and now the script...*

1. I've got something I'd like to talk about. Are you free for a call?

2. I need your help with what happened on Saturday.  
Can we meet \_\_\_(time, date, place)

3. Do you have a few minutes to talk? It would be great if we could sit down together.

4. I'd like to hear your thinking on \_\_\_. When can we talk?

5. I'd like to see if we can reach a better understanding about \_\_\_. I really want to hear your feelings about this and share my thoughts.





## helpful hints...

- Use I statements. The word YOU... a big no-no. Starting with the YOU is a sure fire way for your comment to include an assumption about the other person that may not be taken favourably.
- No matter how hard it is DO NOT get into the conversation beyond an invitation to meet on e-mail.
- If they are not biting on the face to face conversation and start to get into it over e-mail encourage face to face or at the minimum a phone conversation by saying something like:

Thank you for sharing your thoughts. This is really important to me as well and I believe should be discussed in person. <Suggest a time, date, location that is neutral>. <As a last resort> When does a call work for you?

Good luck!





**I love talking about this stuff.**

**Reach out on any platform!**



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# About **Nadia** and **Now What**

If you're like most of our customers, you give an enormous amount of energy and heart to your team. Sadly, despite this we've seen conflict paralyze teams costing time, money and relationships. We believe your team should fulfill & inspire you, not cause stress.

*Teams come to us at two different times:*

- When they want to *prevent* conflict from impacting them.
- When conflict is *distracting* them and they need help recovering.

What happens next is magic. Together, using Workshops or Team Interventions we talk, plan, role-play real scenarios, laugh & learn. Your team leaves with agreements, prescriptive skills & guidelines leadership & team members can refer to moving forward. Everyone on the same page.

I have a Masters Degree in Social Work & certification in Instructional Practice (how to run a workshop) & Facilitation (think mediation but not in court). I've worked for 20+ years in conflict management with parents, teachers, coaches, community partners & children in the public & private sectors. Conflict isn't unique to any industry. You'll use these skills at home, work, on the court, field... you get it.

There's nothing complicated about it. Great teams don't become great until they get comfortable with managing conflict.  
Without exception.

*want to work with us?*

**Here's How**



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