



# Triage Your Inbox

A life-changing 3-step program that will transform your inbox

Get your inbox under control and keep it that way . . . In less than 7 days.



## The Triage View

The Triage View and 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 View and 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 Thought Leader and leading Email Productivity Expert to transform your inbox in less than 2 hours with coaching support to ensure you implement and sustain this transformation of the way you manage your inbox.

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

**Step 2: Triage Your Inbox Masterclass (90 mins)**

- Set up the new Triage View of 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: Group coaching workshop (45 mins)**

- Review progress, troubleshoot issues and fine-tune your settings.

**Step 4: Ongoing Support**

- Unlimited access to webpage of recordings and resources
- Unlimited email screenshot and 'live' 1:1 coaching support for 90 days

## PRESENTER: **Stewart G. Snooks**

Email and Workplace Productivity Expert, Stewart Snooks brings his 18 years of research and experience in presenting these proven Email Management Best Practices to this program. The practical strategies he teaches are life-changing and will transform your experience when working with email. He'll show you things you didn't even know that you didn't know!





# 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)

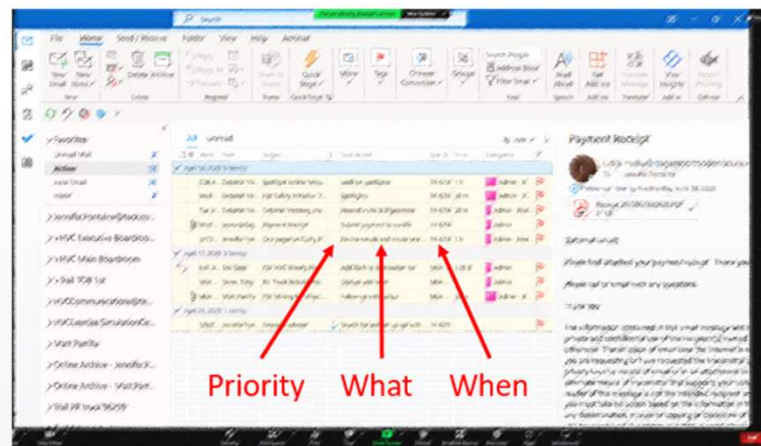
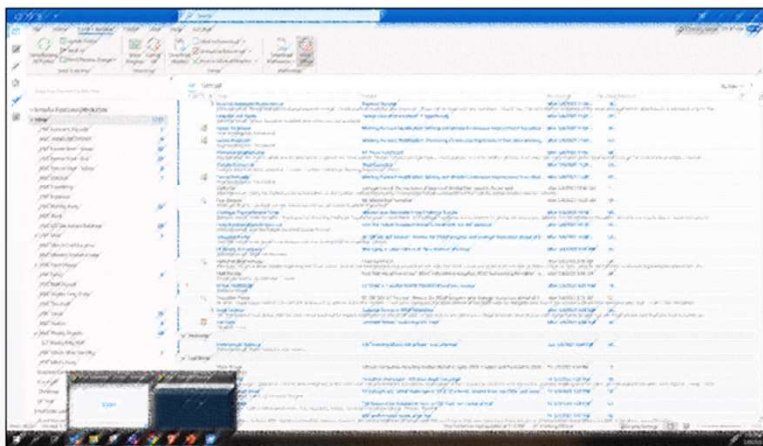
# Outcomes

- ✓ Reduce time spent 'doing email' - save 67 minutes per day
- ✓ 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

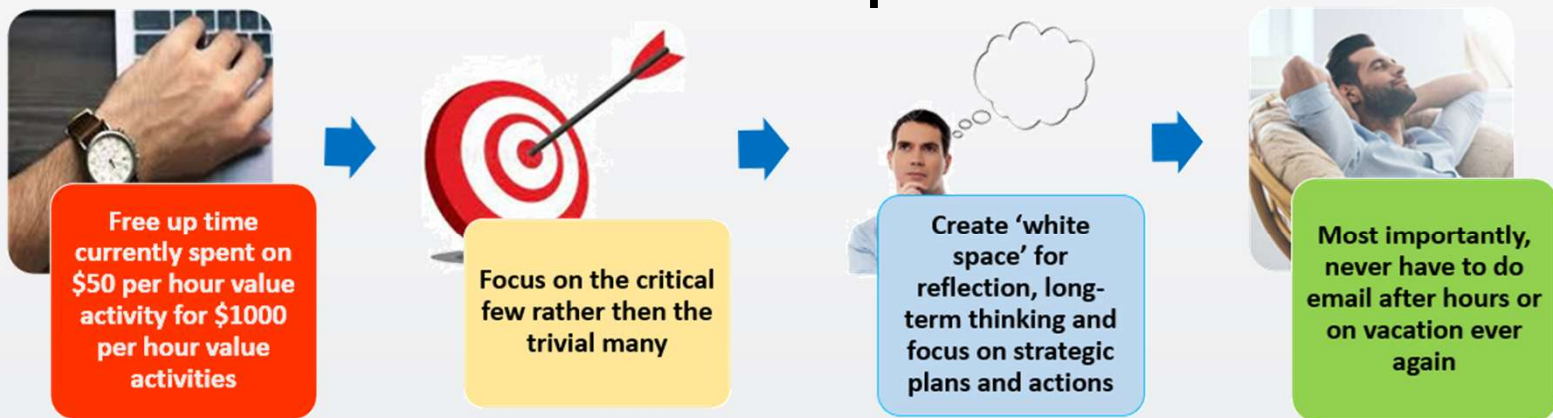
Before and after inbox views for Jen Fontaine

**BEFORE** 48,901 in the Inbox

**AFTER** Just 9 emails to be actioned



## The Value Proposition



## 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.



**Stewart Snooks**

Email & Workplace  
Productivity Expert

[www.stewartsnooks.com.au](http://www.stewartsnooks.com.au)



# 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 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, Stuart."

**Amanda Vinci | Founder & CEO | The EA Institute**

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. Stuart 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**

## Email Rehab

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 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**

"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**

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



# 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 worklife 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** is stage 1 of a comprehensive Workplace Productivity solution.

**1 month program**

### Stage 2:

**Revolutionise Your Inbox**

**6 month program**

This program extends the Triage Your Inbox program to integrate email with Calendar, Folders and Automation Strategies.

### Stage 3: Workplace Productivity Coaching

**12 month program**

This program expands on the email specific aspects to some of the broader issues of time & workload management.

Both Stages 2 & 3 include Monthly Group Coaching workshops plus 12 months of unlimited 1:1 live and email screenshot coaching.

### Stage 4: Effective Email Etiquette & Protocols (for outgoing email)

### Stage 5: Effective Meetings Management



REVOLUTIONISE YOUR INBOX

with Stewart Snooks

# Case Study

Here are the results of a pilot program with the Executive team at Teck Highland Valley Copper Operations, based in British Columbia, Canada's largest mining firm, in October 2023

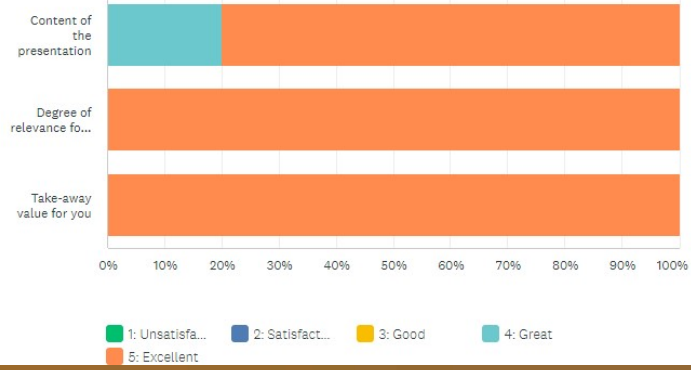


- ✓ Save 55 minutes per day per person. This equates to 4.5 hours per week and 29 days per year per person
- ✓ Save \$20,831 per person per year

# of emails in inbox	Before	After
Jen	48,901	9
Mike	67,000	8
Rudi	84,766	7
Carly	92,217	34
Anna	17,216	34
Neil	17,016	11

### Your rating of the overall program (from 1 to 5)

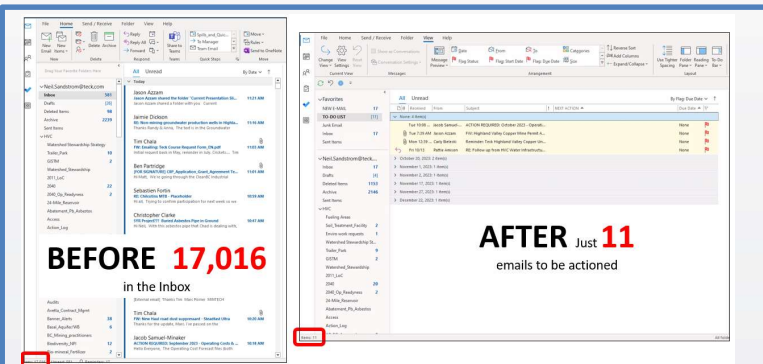
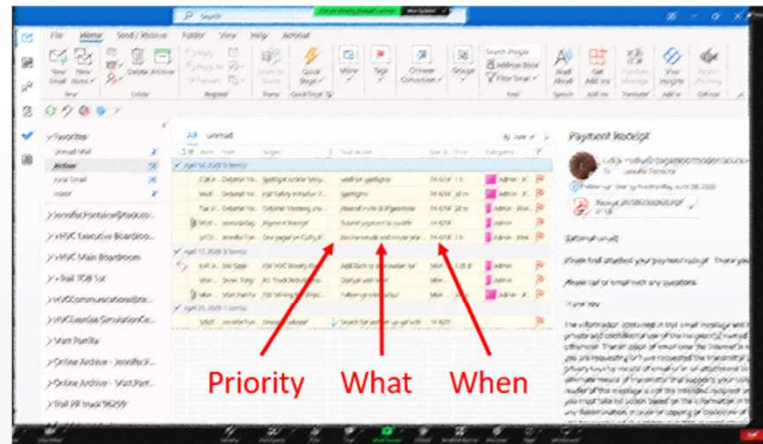
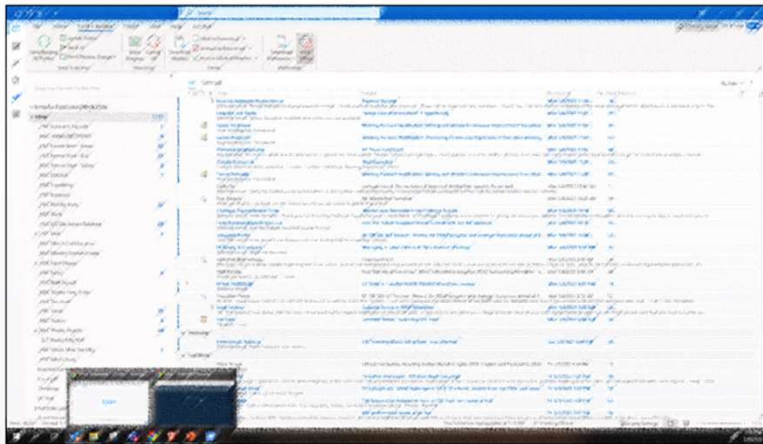
Answered: 5 Skipped: 0



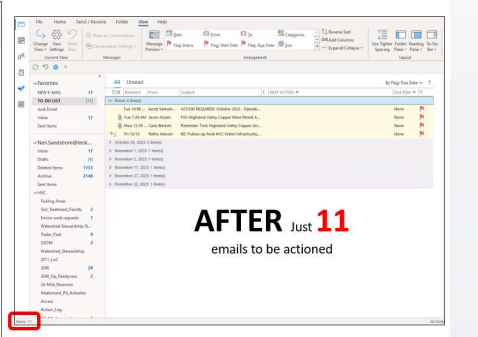
Before and after inbox views

**BEFORE 48,901** in the Inbox

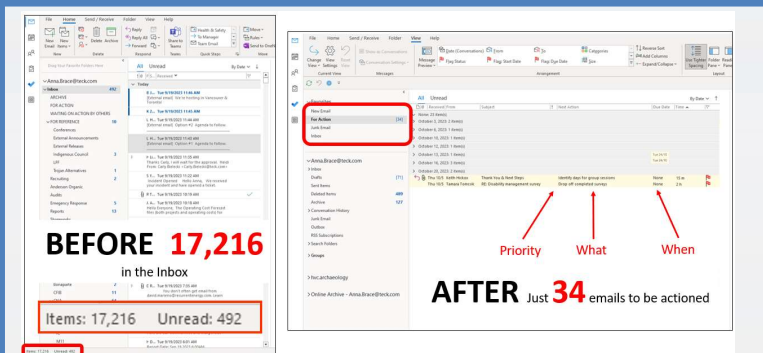
**AFTER Just 9** emails to be actioned



**BEFORE 17,016** in the Inbox

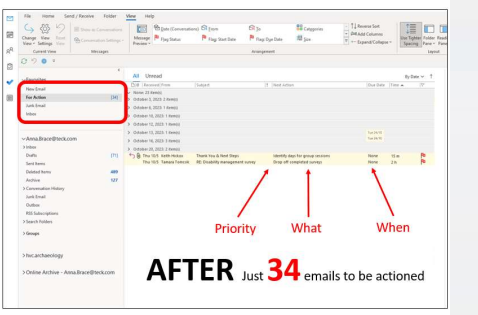


**AFTER Just 11** emails to be actioned

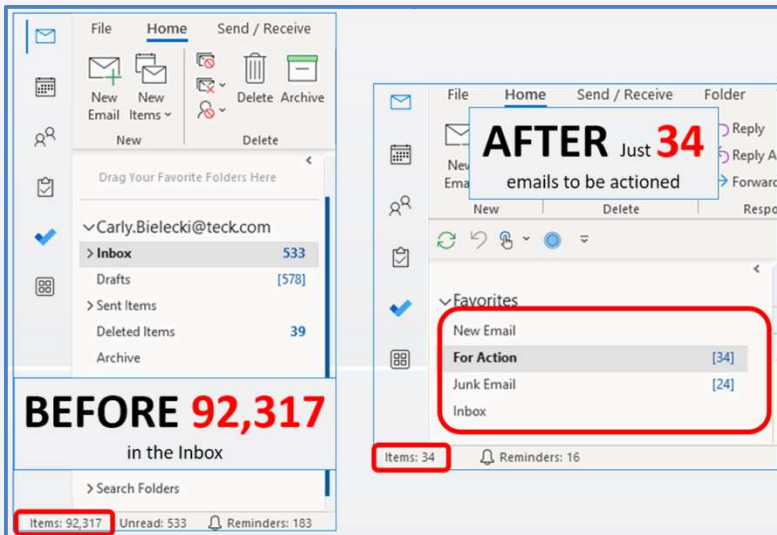


**BEFORE 17,216** in the Inbox

Items: 17,216 Unread: 492



**AFTER Just 34** emails to be actioned



**BEFORE 92,217** in the Inbox

Items: 92,217 Unread: 533 Reminders: 183

**AFTER Just 34** emails to be actioned

Items: 34

Reminders: 16