

PUBLICATION PAGE



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FOREWARD

Welcome to the self-paced workbook, “How to Avoid Email Snafus: Increase Your Effectiveness and Decrease Your Stress.” This program has been developed to help you use email communication more effectively, both in the workplace and at home. The strategies presented here are part of my overall communication model developed several years ago when consulting with a group of people embroiled in conflict. By using the GUTS™ Model to clearly communicate and understand each other, they developed working solutions to their differences and were able to complete their project successfully. Since then, the GUTS™ Model has been used successfully by many groups, in many different situations. It has helped individuals and companies rescue projects from the brink of disaster and save thousands of dollars in the process.

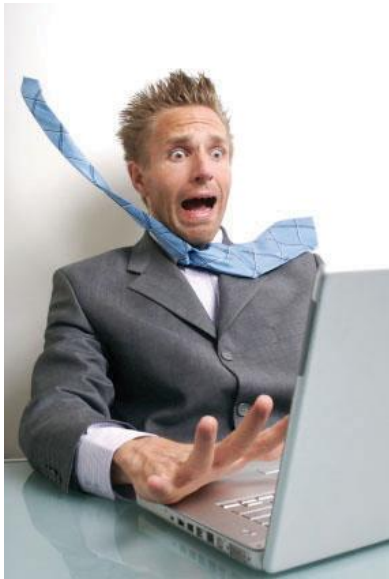
We live in a day and age in which communication is complex and constantly changing. Electronic communication is no exception. This workbook focuses on using GUTS™ in email communication, especially with email snafus. It is designed to give you the skills to avoid the costs of email snafus and handle email communication with skill and ease. This self-paced program is the first in a series of workbooks on the multiple applications of the GUTS™ Model of Effective Communication. My goal is to give you the tools to succeed in business communications and with the people who are an important part of your daily life. You can use the GUTS™ Model in the workplace, at home, and as a work/life strategy to increase your personal effectiveness and decrease your stress.

As you work your way through the exercises and study questions in this workbook, I hope you find that it enhances your ability to deal with email snafus and communication in general. You may be surprised at the results. Feel free to contact me at chazconsulting@comcast.net to share your experiences, challenges and victories.

Happy communicating,

Chaz

INTRODUCTION TO EMAIL SNAFUS



Today, email use often replaces face-to-face and voice-to-voice conversation as the preferred mode of communication. Email was originally developed as a way to put a message in another person's file directory, just like leaving a note on someone's desk. But instead of short, direct messages intended to supplement in-person and phone communication, email has become complicated. Email use now runs the gamut from everyday office communications to minor conflicts to heated divorce proceedings. This type of communication has built-in pitfalls that can result in costly business mistakes and damaged relationships. What's the result? Miscommunication, loss of work time, damaged business relationships and low morale. If you're involved with email snafus on a frequent basis or have employees whose email gets them in trouble, this program is for you.

Many people now rely on email to convey messages that are complex and emotionally-charged. They think it's easier to send unpleasant messages and avoid conflicts that way. Far too often, this approach backfires and results in a series of negative emails that take on a life of their own. By completing the activities in this workbook, you will learn how to write effective emails that help you avoid conflicts, potential lawsuits, and the loss of a valuable employee or an important business contract. You will learn proven techniques to increase your effectiveness and decrease your stress.

As you progress through the workbook, you'll have the opportunity to practice each step in the GUTS™ Model through four study questions and nine writing exercises. The program culminates with an exercise in which you compose an email in response to a real email snafu situation. This program is designed to be self-paced and interactive. If you work straight through, it can be completed in about an hour. Or depending on your work style and schedule, you can proceed at your own pace, come back and revisit the exercises at your convenience. The enclosed CD includes worksheet templates for additional practice and multiple emails.

KEY TO WORKBOOK ICONS

Several icons appear throughout the workbook to signal a change in activity or highlight an important message. Understanding these symbols will help you progress smoothly through the workbook. Whenever you see the icons below, they mean



Special Tip



Key Points



Story or Author's Note



Study Question



Writing Exercise

YOUR PERSONAL GOALS

Before we begin, take a few minutes to explore your goals for this program.



Why are you interested in this subject?

What do you want to accomplish by completing this program?

In what ways do you want to improve your email communication?
