

Title: Email Errors

Production Company:

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Reorder Information:

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Synopsis:

As part of the Discussion Catalyst Series presented by Telephone "Doctor" - Customer Service Training with Nancy Friedman, this program features eight thought-provoking vignettes involving email errors. Each of the scenes is designed to challenge your team to brainstorm solutions to the performance issues portrayed. It is suggested that you show each vignette and then pause the video to allow your group to discuss what the problem is and to brainstorm the best course of action and policy for your organization to follow. Several of the email error situations discussed includes:

1. Sending an email accidentally to an entire company when it was meant to be sent to a single person
2. Constant and annoying "junk" email (jokes, chain letters, horoscope predictions, sports scores) while with a supervisor/client
3. Write business emails with a personal note that could be forwarded to others in the workplace
4. Delaying an email response for days
5. Emails can be interpreted differently by emphasizing different words that can change the meanings of your messages
6. Sending strongly worded, angry messages based on personal feelings at that instant
7. Distance induced bravery
8. Judging someone's qualifications based on their English and typing skills