

# Communicating in the Workplace

Daniel Thorpe | Day-06 | 27 March 2025


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## The Remainder of the Course

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Today	10 April	17 April
<ul style="list-style-type: none"><li>➤ Quiz</li><li>➤ Email</li><li>➤ Meetings</li></ul>	<ul style="list-style-type: none"><li>➤ Review</li><li>➤ 8 x Presentations</li><li>➤ Final Quiz</li></ul>	<ul style="list-style-type: none"><li>➤ (No Quiz)</li><li>➤ 8 x Presentations</li><li>➤ AI &amp; Ethics of Business Comms</li></ul>

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## Intro & Review

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# Quiz!

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# Taming Email

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Email is a Good Thing

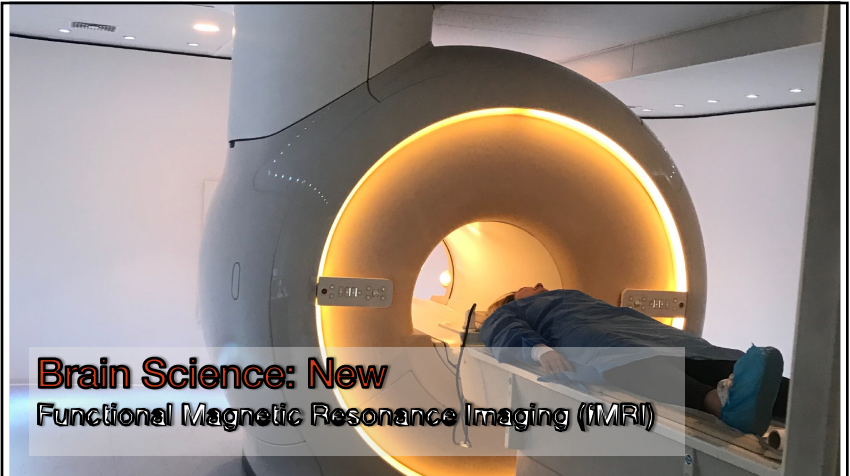
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# Brain Science: Old

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# Brain Science: New

## Functional Magnetic Resonance Imaging (fMRI)

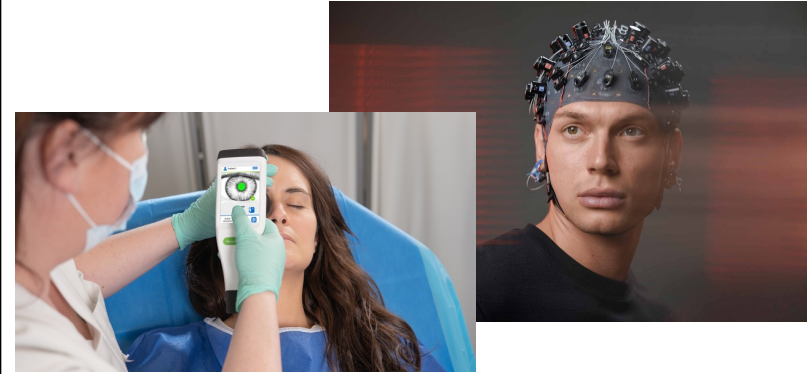
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### Electroencephalography (EEG) & Magnetoencephalography (MEG)



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### Wearable Neurotechnology; Machine Learning; Eye Tracking...



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### Two Takeaways

#### Decision-Making is Incredibly Fatiguing

Three or so hours of real, focused work a day.

#### Switching Tasks is Incredibly Time-Consuming

Twenty to thirty minutes to switch from one focused task to another.

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### Because Email is Asynchronous

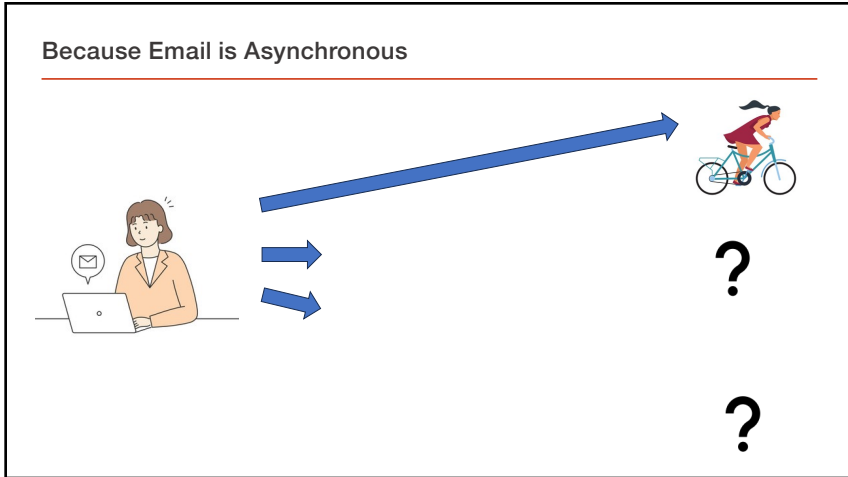


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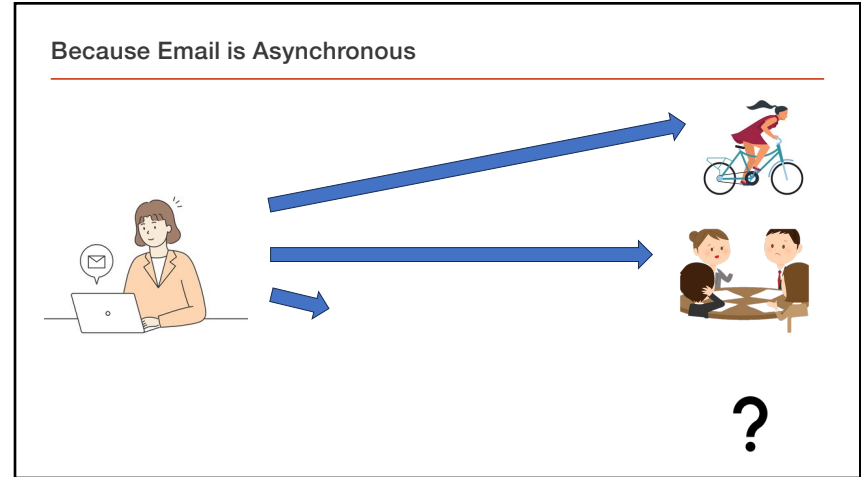
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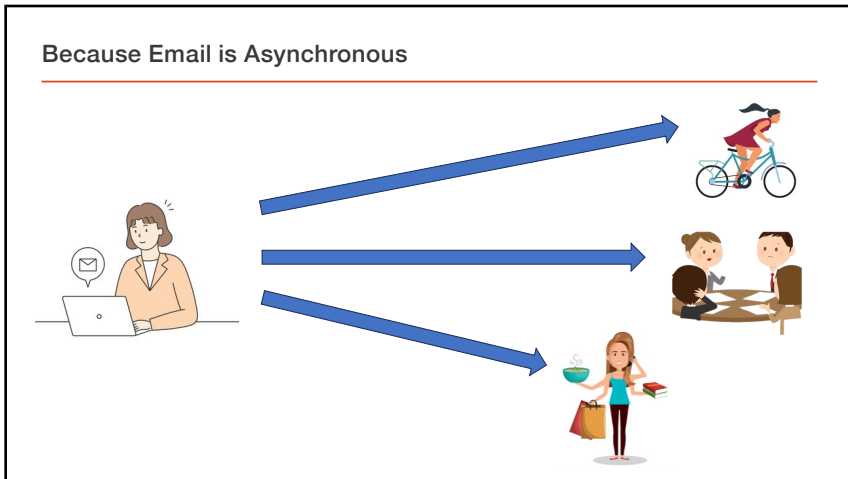
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Therefore...

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**Don't Use Email for Quick Enquiries**  
That need an immediate answer.

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### What Should We Use Instead?

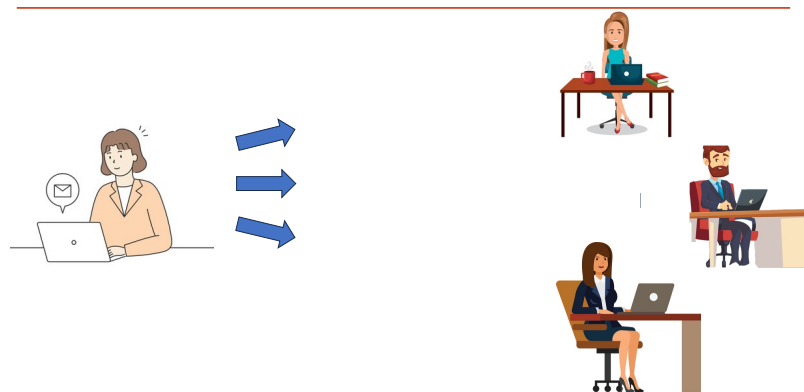
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- Shared calendar for appointments.
- Quick office visit for a face-to-face conversation.
- Phone call.
- Text.
- "Office Hours".

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### Because Email is Asynchronous Part Two

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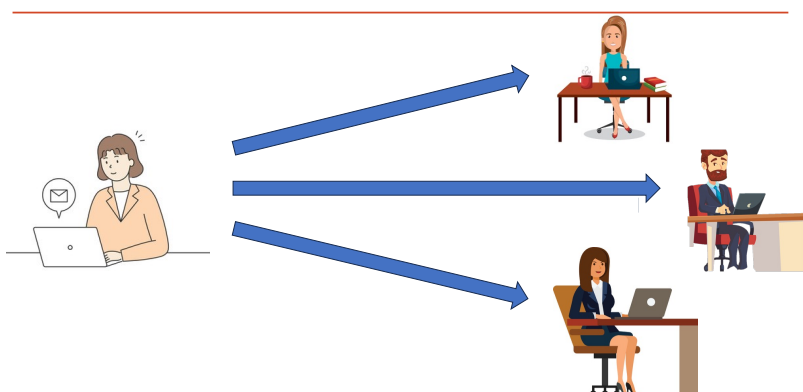


The diagram illustrates asynchronous communication. On the left, a woman sits at a desk with a laptop and a speech bubble containing an envelope icon. Three blue arrows point from her towards three separate desks on the right. Each desk has a person (a woman, a man, and another woman) working on a laptop, representing recipients who can respond at their own convenience.

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### Because Email is Asynchronous Part Two

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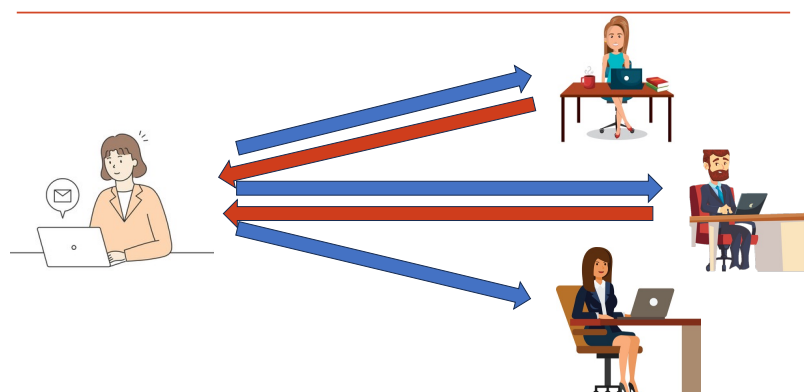


This diagram is identical to slide 18, showing a woman on the left with three blue arrows pointing to three separate desks on the right, each with a person working on a laptop.

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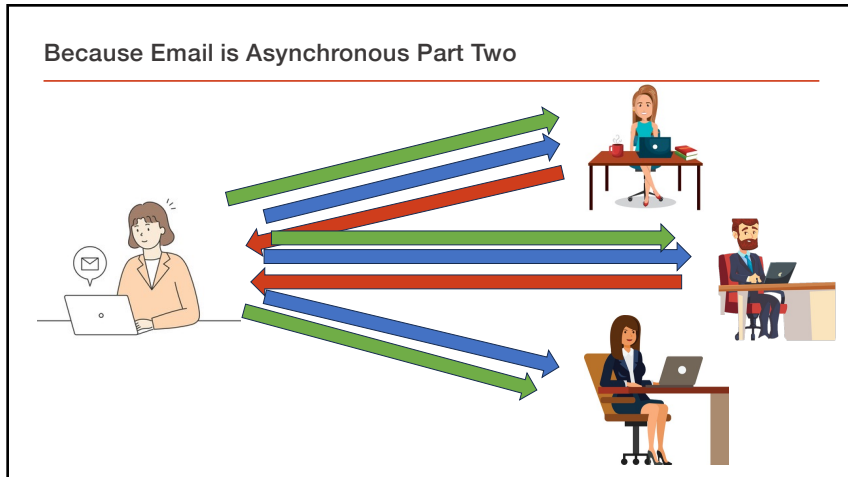
### Because Email is Asynchronous Part Two

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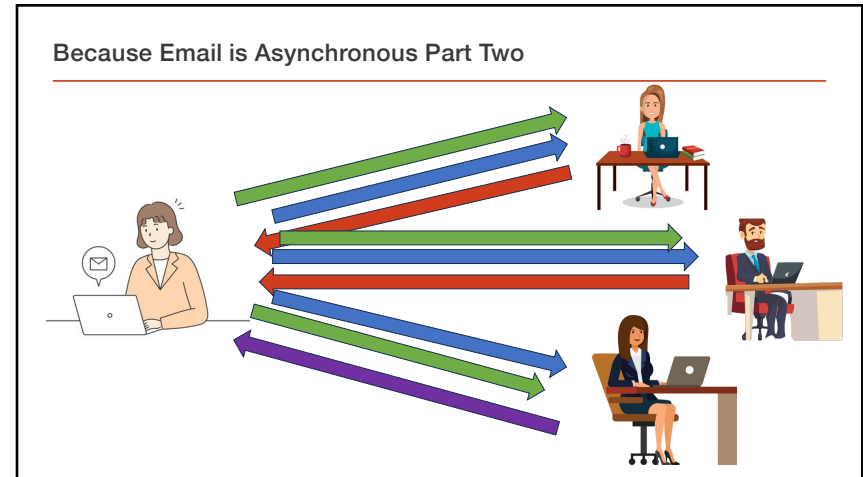


This diagram is identical to slide 18, showing a woman on the left with three blue arrows pointing to three separate desks on the right, each with a person working on a laptop.

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Therefore...

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**Don't Use Email for Open-Ended Questions**  
That produce threaded conversations.

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What Should We Use Instead?

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- Meeting (face-to-face or online).
- Conference call.
- "Office Hours".
- Doodle Poll.

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## Email Exercise

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To: Buddy@gmail.com  
cc:

Subject: Meeting

Hey buddy,  
We should get together to discuss dinner options for the sales celebration.

Whaddaya think?

Your buddy...

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## Email Solution

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To: Buddy@gmail.com  
cc:

Subject: Options for Sales Celebration Dinner, 3 April 2026

Hi Buddy,  
We should discuss options for subject dinner. Would you be available for a quick get-together in my office? I'm available:  
- Monday, 30 March, at 4:00 PM; or  
- Wednesday, 1 April, at 3:00 PM; or  
- Thursday, 2 April, at 08:30.

Let me know which works for you. Shouldn't take more than ten minutes.

All the best..

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## An Actual Example Part-1

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Hi Bob,

How'd you like to join Dave and me for our next hobby shop lunch? We're visiting Cameo in Maple Ridge, so here's my proposed plan:

- Saturday morning, I head to your place, for a 10:00'ish arrival.
- We switch to your car, with the big trunk, and drive to Cameo Hobbies, meeting Dave there about 10:45.
- After shopping, and trying to provoke each other into rash purchases, we retire to the nearby Chinese buffet for lunch.
- Then we carry on to Gary's place in Mission for coffee and a tour of his man-cave .
- Finally, home in time for Supper.

If that sounds good, Bob and I are both available and can make it happen on:

- Saturday, 15 November.
- Or Saturday, 22 November.

Whaddaya think?

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## An Actual Example Part-2

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Chinese buffet? Count me in!

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### An Actual Example Part-3

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That's great Bob,  
And, since you didn't state a preference for either of the Saturdays, I'll pick one: let's go on the 15<sup>th</sup>.  
I assume the rest of the plan is as laid out below, so I'll be at your place 10:00'ish on 15 November.  
Looking forward to it!  
Dan

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### Exercise

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**Confusing Emails**

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### Time to Shine!

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**Your Best Email Tips & Tricks**

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### Bonus Content

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**How To Be a Student**  
**How To Study**

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Bonus Content

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## Suggested Reading

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## Break

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15 Minutes

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## Effective Meetings

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Four Steps to Effective Meetings

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### 1. Have a Clear Purpose

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Standing Meetings.

Ad Hoc Meetings.

Informational Meetings.

Working Meetings.



"It's so nice to meet someone with a porpoise in life."

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## 2. Prepare for the Meeting

➤ Send an Agenda:

- Date & Time;
  - Location;
  - No Later Than time to End;
  - Name of Chair; and
  - Discussion Items with Sponsor.
- Read any prep materials.
- Book in Calendar (plus 15 mins).

Meeting	
Aug 03, 2013	
A General Public Event	
Time	Description
9:00 AM	Introduction of Event <ul style="list-style-type: none"> <li>• Topic 1</li> <li>• Topic 2</li> <li>• Topic 3</li> </ul>
10:00 AM	Topic 1: Details of Topic <i>(Speaker Name)</i>
12:00 AM	Topic 2: Details of Topic <i>(Speaker Name)</i>
01:00 AM	Lunch Break
02:00 AM	Topic 3: Details of Topic <i>(Speaker Name)</i>
04:00 AM	Topic 4: Details of Topic <i>(Speaker Name)</i>
05:00 AM	Topic 5: Details of Topic <i>(Speaker Name)</i>

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## 3. Chair the Meeting

- Start on time.
- Introduce the agenda.
- Keep meeting on track.
- Ensure everyone gets a chance to speak/collaborate.
- End on time (or earlier).
- Thank the participants.
- Ensure minutes / RoD are issued.



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## 4. Follow Up

Decision and Action Log

Meeting: Provider Engagement Network Governance Meeting  
 Date: 18<sup>th</sup> May 2010  
 Present: Piers Tetley, Graham Varley, Katy Kerley, Phil Hartley, Richard Newcombe, Rosemary Witherby  
 Apologies: Geoffrey Cox, Tui Shirley

No.	Decision or Action or Message	Who?	When?	Who needs to be told?	Action completed?
1.	Action – Set up future meeting for Task and Finish group to further discussions on structure and Conference	PT	ASAP	All	Yes
2.	Decision – Locality meetings would continue to meet twice yearly in line with the business and financial planning regime of the County Council. This is likely to be October and April.				
3.	Decision – County group meetings will continue and occur quarterly in line with the Local Authority performance monitoring cycle and financial year.				
4.	Decision – Locality meetings will take place following county group meetings. In October and April.				
5.	Decision – The County group will have 5 subgroups.				

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Homework for Day-07 (Friday, 10 April 2026)

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**1. Formal Presentation:**

- Email your slides (or other visual aids) to me at [danielthrpe@gmail.com](mailto:danielthrpe@gmail.com) no later than Noon, Thursday, 9 April 2026.
- Be prepared to deliver your formal presentation.



**2. Prepare for the Final Quiz.**

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**THANK  
YOU**

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