



Business Skill
Qualification
IT Solution

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Welcome to NDA's email newsletter for November 2006.

This month we share our favourite email tips for more effective use of this powerful but often misused medium. We also have our regular stand-by rates to help you acquire more skills for less money – check our ads in Monday's Examiner and Mercury to see how much you save on publicly advertised rates.

Kind regards

Nigel Davies
Director, NDA

Nine email tips that will make you more effective

Sending emails

1. Email is most effective for short and simple communications. If your email looks like being more than a few lines of text – or your recipient will be unable to reply in a few lines of text – consider picking up the phone.
2. Quick is not a synonym for 'dirty'. Read your emails before sending. Is your spelling and punctuation correct? Have you attached the attachments? Have you included all the information the recipient will need to respond? Have you explained yourself clearly?
3. Give your email a descriptive subject line. *Update on branch amalgamation required by Monday* carries more impact than *Amalgamation info*.
4. Say why you are writing in the first sentence.
5. Number items that require a response and include a reply by date.
6. Reduce email overload. The To: box should only include people required to perform an action on receipt of the email or people whose objectives will be directly affected. People in the Cc: box should not be expected to perform any action on receipt of the email other than reading or filing the message.

Receiving emails

1. Switch off your email alert and don't check your mail more than once every hour or so. This will free up quality time to focus on other tasks.
2. Use the four D's to process your email – Delete, Do, Delegate or Defer.
 - Delete: typically about half your mail!
 - Do: if you can respond to an email in two minutes or less – do it now.
 - Delegate: if you can't delete it or do it now – can you delegate it to someone else?
 - Defer: if you can't do it now, acknowledge receipt of the email with a one line reply, giving an estimated response time (Hint: leave the email in your inbox and set a reminder flag).
3. If, in your heart of hearts, you acknowledge that you really have no intention of actioning an email then delete it now, and don't agonise over it in your Inbox for the rest of the week / month.

Hidden gems

Would you like to develop more effective writing skills? We are receiving excellent reviews for our writing courses *Business Writing Skills* and *Writing Convincing Reports*. I recommend these extremely practical courses to anyone who wants to communicate clearly in a few concise paragraphs.

Windows administration

The ability to perform basic system administration tasks in your Windows server environment will give you more control, convenience and financial savings. *Windows 2000/2003 Basic Administration* will be presented in Launceston on 20/21 November and in Hobart later in the year.

Stand-by rates for clients

NDA is now able to release the following courses for Stand-by enrolment, most at significant discounts on standard rates (to obtain the discount, please mention this email when making bookings):

Hobart – IT courses

[Excel Basics](#) 2 November – two enrolments for the price of one - \$230

[Outlook](#) 7 November – 15% discount \$195.50 (standard rate \$230)
[Word Introductory](#) 9/10 November – 10% discount \$414 (standard rate \$460)
[Word Intermediate](#) 10/15 November – 10% discount \$414 (standard rate \$460)
[Access Introductory / Intermediate](#) 14/16 November – \$460
[Word Advanced](#) 15/17 November – \$460
[Powerpoint](#) 17 November – 10% discount \$207 (standard rate \$230)
[Introduction to PCs](#) 20/22 November – 20% discount \$368 (standard rate \$460)
[Photoshop](#) 21 November – 15% discount \$233.75 (standard rate \$275)
[Access Advanced](#) 21/23 November – 20% discount \$368 (standard rate \$460)
[Access Programming](#) 28/29 November – 15% discount \$467.50 (standard rate \$550)
[Publisher](#) 29 November – \$230

Hobart – Business Skills courses

[Maintain Financial Records](#) 30 October – 10% discount \$247.50 (standard rate \$275)
[Customer Relationship Management](#) 6 November – \$275
[Time Management](#) 30 November – \$275

Launceston – IT courses

[Powerpoint](#) 26 October – two enrolments for the price of one - \$230
[FrontPage Introductory / Intermediate](#) 31Oct/1Nov – 15% discount \$467.50 (standard rate \$550)
[Project](#) 7/8 November – 10% discount \$414 (standard rate \$460)
[Outlook](#) 10 November – 10% discount \$207 (standard rate \$230)
[MYOB Setup & Operation](#) 13/14 November – 10% discount \$500 (standard rate \$550)
[Access Intro/Intermediate](#) 14/16 November – 10% discount \$414 (standard rate \$460)
[MYOB Payroll](#) 17 November – \$275
[MYOB Advanced](#) 20 November – 10% discount \$247.50 (standard rate \$275)
[Windows 2000/2003 Basic Admin](#) 20/21 November – 10% discount \$495 (standard rate \$550)
[Publisher](#) 29 November – \$230

Launceston – Business Skills courses

[Conflict Resolution & Assertiveness](#) 25 October – 20% discount \$220 (standard rate \$275)
[Training Delivery](#) 26/27 October – 20% discount \$440 (standard rate \$550)
[Maintain Financial Records](#) 30 October – 20% discount \$220 (standard rate \$275)
[Conducting Successful Meetings](#) 1 November – 30% discount \$192.50 (standard rate \$275)
[Customer Relationship Management](#) 7 November – 20% discount \$220 (standard rate \$275)
[Understanding Financial Reports](#) 8 November – 20% discount \$220 (standard rate \$275)
[Effective Supervision Skills](#) 13 November – 10% discount \$247.50 (standard rate \$275)
[Assessment](#) 14,15,16 November – 10% discount \$742.50 (standard rate \$825)
[Managing Successful Projects](#) 22/23 November – 10% discount \$500 (standard rate \$550)
[Professional Telephone Techniques](#) 27 November – 20% discount \$220 (standard rate \$275)
[Time Management](#) 30 November – 10% discount \$247.50 (standard rate \$275)

North West – IT courses

[Word Intermediate](#) 19/23 October – two enrolments for the price of one - \$460
[Publisher](#) 31 October – 20% discount \$184 (standard rate \$230)
[Excel Basics](#) 1 November – 10% discount \$207 (standard rate \$230)
[MYOB Payroll](#) 17 November – \$275

Call NDA on 1300 13 1983 for more information or make a [booking](#) here. Existing bookings may not be amended but where at least one person is already enrolled at full price, additional people from the organisation may be enrolled for 50% of the standard course fee. These discounts may not be used in conjunction with any other offer.

Our privacy policy

NDA's privacy statement is published in full at <http://www.nda.com.au/Privacy.htm>. If you do not wish to receive the NDA newsletter, please click [here](#).

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