

## Standard E-mail Protocol (SEP)

### Standard E-mail Protocol (SEP) Overview:

Communicating effectively through e-mail is critical to sustained productivity. Our Standard E-mail Protocol enhances productivity by promoting:

- **Clarity** – The goal is to have every e-mail communicate a clear and meaningful message with required next actions stated succinctly and specifically.
- **Consistency** – Staff members follow the same methodology that enables individuals to process large volumes of e-mail more effectively and reduce the volume sent and received.
- **Cost efficiency** – Introducing a standard methodology across a large group of people where customization is not required can be accomplished with a minimum of expense.

### The Process:

Organizations looking for a cost-effective solution to creating a foundation for productive e-mail use will be pleased with this solution. Because this is a standard protocol with no customization, it is as simple as placing an order with us for a specified number of protocols and distributing them to your organization. Protocols can be delivered in a tri-fold brochure format or as an electronic file.

### The Protocol:

This tool helps the organization clearly define:

- The McGhee Productivity Solutions PASS model
  - P – Purpose of the communication
  - A – Action and due dates
  - S – Supporting documentation
  - S – Summary in subject line
- The effective use of "To" and "Cc" and "Bcc" lines
- The use of e-mail signatures
- Questions to ask prior to sending an e-mail to ensure effectiveness
- Effective e-mail responses
- Formatting for readability

### Contact Us:

To discuss how McGhee Productivity Solutions can assist you in developing a Standard or Customized E-mail Protocol for your organization, please contact us at [info@mcgheeproductivity.com](mailto:info@mcgheeproductivity.com).