

E-mail and Message Management Workshop

Report prepared for Peace River Agricultural Development Fund

Title of Project: Effective email and message management
Report Title: Cost for Communication Workshop Final report
Covering Period: Feb 17-April 5, 2011
Organization(s): B.C. Grain Producers Association
Contact Person: Janet Banman General Manager
Address: Box 6004, Fort St. John, B.C. V1J 4H6
Telephone: 866-716-7170 Fax: 250-785-5713 Email: bcgpa-c@pris.bc.ca

The **objective** of this workshop was to teach active members in the BCGPA efficient e-mail and message management in a course with two instructors from IT North Network and Consulting Services Ltd.

Highlights of this Seminar:

Paula Maloney, took the group through the email management session with the standard features of Outlook 2010, showing the ways to file emails so they don't get lost in the clutter. She also taught the sending and receiving of emails and how they could be easily retrieved. Her instructions were clear and easy to follow; she had a good knowledge of the course and answered their questions appropriately.

The second part of the course focused on handheld Devices. Brian Burleigh taught this portion but found difficulty in showing participants how to manage emails and attachments as most of the phones were a different brand or for different uses. A better use of his teachings would have been to focus on participants one on one.

Benefits to industry:

These sessions were beneficial in teaching producers how to use their electronic devices to their advantage, more quickly and with less frustration. Much of what the BCGPA does is now accomplished electronically, so more understanding results in better efficiency not just between producers but with receiving information to be used on their farms and with staff as well.

Extension and demonstration:

Advertising was done primarily to the directors by word of mouth and through email for this first seminar as class size was limited. 8 of the 9 who signed up for the course were present. Participants of the workshop were given an overview of the course and brought their devices with them to the class. One on one consultation was given after the class time was over. It is expected that communication with the participants will improve over time.

Financial details on separate sheet

Summary comments, conclusions:

Producers who attended this workshop left with a variety of practical tools to work towards managing their emails and attachments in an orderly way. A feedback form was filled out by some of the participants with their frank assessment of the workshop. There was a lot of material covered and it was suggested that due to the individualized nature of the electronic devices, if another workshop was held it should be for one on one consultation instead of in a group setting.

Attachments:

Financial summary
Course outline
Attendance sheet
Feedback forms