

# Communicating in the Workplace

Daniel Thorpe | Day-06 | 28 November 2025

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## The Remainder of the Course

### Today

- Quiz
- Email
- Meetings

### 5 Dec

- (No Quiz)
- Review
- 8 x Presentations
- Language & Writing Exercises

### 12 Dec

- (No Quiz)
- Review
- 8 x Presentations
- Final Exam

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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



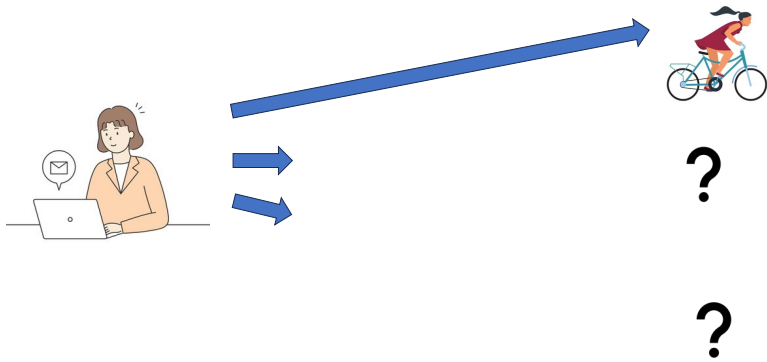
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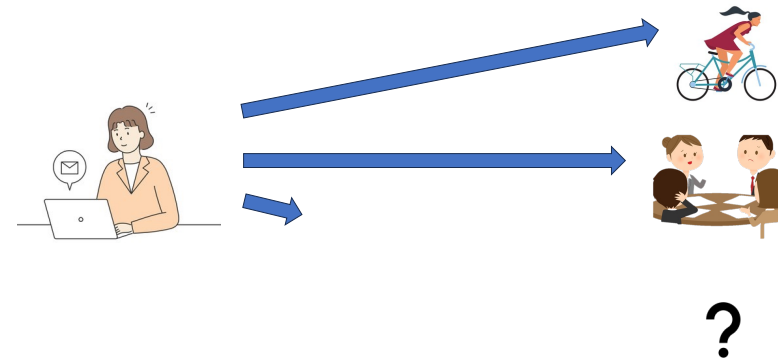
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Because Email is Asynchronous



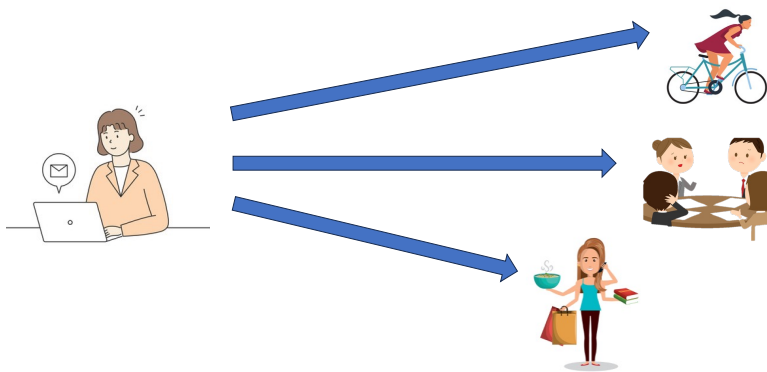
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Because Email is Asynchronous



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Because Email is Asynchronous



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Therefore...

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

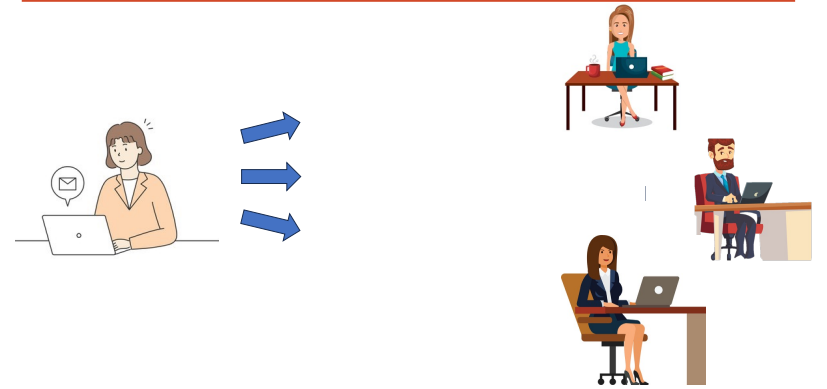
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### What Should We Use Instead?

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

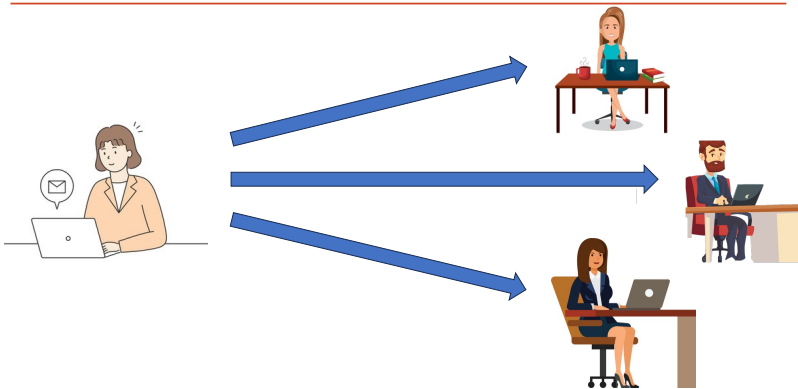
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### Because Email is Asynchronous Part Two



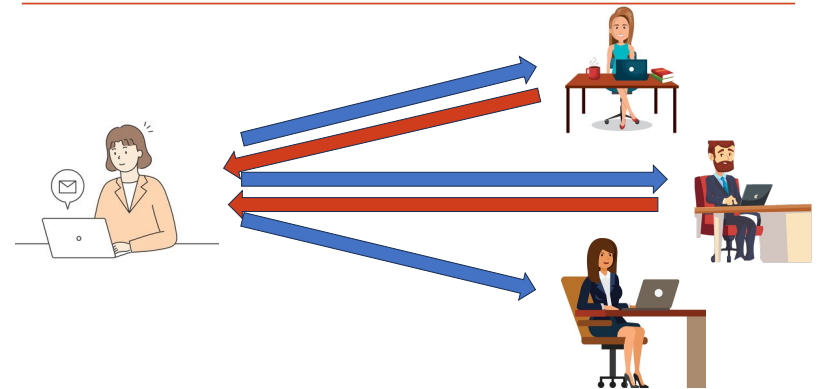
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### Because Email is Asynchronous Part Two



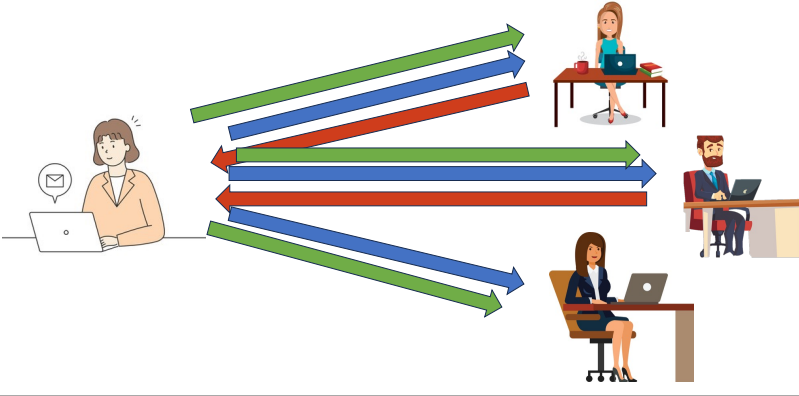
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### Because Email is Asynchronous Part Two



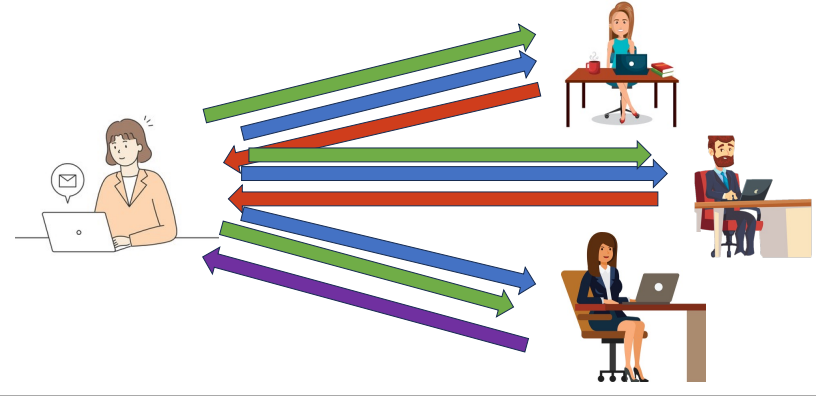
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### Because Email is Asynchronous Part Two



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### Because Email is Asynchronous Part Two



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### Therefore...

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

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### An Actual Example-1

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-2

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Chinese buffet? Count me in!

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### An Actual Example-2

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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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### 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: Yourself  
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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