

E-mail Communication Tools and Templates for Survivors

The following are email response templates for communicating with people contacting you for potential consulting and presentation opportunities. Survivors share that it can be difficult to have to think up responses for common questions and requests all the time. Here is some starter language for common questions and requests that you can copy and paste or customize to make it a more personal response from you. The information in the brackets *[example]* are notes and options for you. You would remove these before sending.

EMAIL RESPONSE TEMPLATE #1 : FOR GENERAL INQUIRES AND REQUESTS

Thank you for your email and interest in my professional consulting/training services as a Survivor Leader and Subject Matter Expert *[add your own title here that you feel comfortable with or edit as you want]*

I am interested in learning more about this opportunity. To better help me respond to your request and provide an accurate estimate for my fees, will you please take a moment to fill out this booking request form? *[add survey link to form or you could also include these questions in a Word document or the body of the email]*

Once I get your responses I will be in touch with more information.

Thank you and I look forward to hearing from you.

ADD YOUR SIGNATURE



EMAIL RESPONSE TEMPLATE #2: NEXT STEPS AFTER SOMEONE FILLS OUT YOUR BOOKING REQUEST SURVEY

[option 1 response if you want to do the job]

Thank you for completing my booking request survey. I appreciate the extra information and details. I am interested in participating in this *[event or project]* and I'd like to learn more about the next steps. Would you like to set up a call to discuss your budget, my fees, and the contracting process? Or do you prefer to do this by email? If you prefer a call or Zoom call, I have the following times available *[add 3 options with dates and times]*. Please let me know what works best for you. I look forward to your response.

ADD SIGNATURE

[option 2 response if you do not want to do the job]

Thank you for completing my booking request survey. I appreciate the extra information and details. I appreciate the invitation and opportunity, but after reviewing the *[event or project]* details, I am going to respectfully decline. *[You can add a reason if you want to, but you don't have to—you can just say no thank you without an explanation if you don't feel like it is a good fit or something that you want to be part of].*

Thank you again for reaching out and best of luck with your plans.

ADD SIGNATURE



EMAIL RESPONSE TEMPLATE #3 : FOR SURVEY OR COMMITTEE REQUEST THAT ARE UNPAID OR OFFERING GIFT CARDS IF YOU THINK IT IS AN INAPPROPRIATE REQUEST.

Thank you for your email and interest in my professional consulting/training services as a Survivor Leader and Subject Matter Expert *[add your own title here that you feel comfortable with or edit as you want]*. While your *[event, research project etc.]*, seems important, I'm afraid the compensation being offered for my time and expertise is an inappropriate request.

Please understand that it is not just my time to complete the task that you are requesting, but years of experience and expertise. In addition, there are triggering effects of the questions and experiences that you are asking about that impact survivors who participate in these projects for hours, days, and sometimes longer, after having to think about and re-live the traumatic experiences you are researching.

Please also note that when you make these requests without that context or the understanding of how it feels to be devalued by offering a small gift card, it also triggers feelings of shame, anger, and humiliation due to the relationship with money that many survivors have due to our exploitation.

Being aware of all these factors is being trauma-informed and is a best practice for engaging with survivors on any level.

I do appreciate the work that you are doing and the opportunity to participate. If you have an appropriate request in the future, please keep me in mind.

Respectfully,

ADD SIGNATURE

