Training invitation email

Send it two to three weeks before optional workshops and one to two weeks before mandatory sessions, with a calendar invite. For shift-based teams, send it before the schedule for that week is published so managers can cover the floor.

REQUIRED TRAINING

Subject: Required training: [Training Name] on [Training Date]

Hi [First Name],

You're scheduled for [Training Name] on [Training Date], [Start Time] to [End Time] ([Time Zone]), at [Location or Video Link].

What it covers: [two or three concrete topics, e.g. the new returns process, how to log exceptions in the order system, and the updated escalation path].

Why it matters: [one line, e.g. the new process goes live on March 3, and you'll need it from your first shift that week].

This session is required for everyone in [Team or Role] and counts as paid work time. [Manager Name] has adjusted the schedule so you're covered.

Please accept the calendar invite to confirm. If you can't make this date, choose another session here by [Registration Deadline]: [Registration Link]

[Your Name]
[Title], [Company]

OPTIONAL WORKSHOP

Subject: Workshop: [Training Name], [Training Date]

Hi [First Name],

We're running a [Duration] workshop on [Training Name] with [Facilitator Name], [Facilitator Title], on [Training Date] at [Start Time].

You'll leave able to [specific outcome, e.g. build a weekly schedule in the WFM tool from a forecast, without help from the analytics team].

It's best suited to [who should come]. Spaces are limited to [Number], so please register by [Registration Deadline]: [Registration Link]

Check with your manager before signing up so your work is covered.

[Your Name]

[Title], [Company]

VIRTUAL SESSION

Subject: Join [Training Name] online, [Training Date]

Hi [First Name],

You're invited to a live online session: [Training Name], [Training Date], [Start Time] to [End Time] ([Time Zone]).

Join here: [Video Link]

Before the session:
- Test your audio and camera ([Platform Name] works best in [Browser])
- Complete the 10-minute pre-work: [Pre-work Link]
- Have [System or Tool] open, since we'll practice in it

Cameras on is encouraged; we'll do short breakout exercises. A recording and the slides will be shared afterwards in [Knowledge Base Location].

[Your Name]
[Title], [Company]

FRONTLINE OR SHIFT TEAM

Subject: Training for [Team Name]: pick your session

Hi [First Name],

We're training everyone on [Training Name] before [Go-Live Date]. It's [Duration], paid, and on the clock.

Pick the session that fits your shift:
- [Session 1 Date and Time]
- [Session 2 Date and Time]
- [Session 3 Date and Time]

Sign up here: [Registration Link]

Your supervisor will see your choice and adjust the schedule. If none of these work, tell [Supervisor Name] by [Registration Deadline].

Thanks,

[Your Name]
[Company] Training Team

SUBJECT LINE IDEAS

- Required training: [Training Name] on [Training Date]
- You're invited: [Training Name] workshop
- Pick your session for [Training Name]
- Join [Training Name] online, [Training Date]
- Save the date: [Training Name] for [Team Name]
- [Training Name]: register by [Registration Deadline]
- New process training before [Go-Live Date]

SMS / WHATSAPP VERSION

Hi [First Name], you're scheduled for [Training Name] on [Training Date] at [Start Time], [Location]. It's paid time and your shift is covered. Pick another session if needed: [Registration Link]. - [Company] Training

Placeholders to replace: [First Name], [Training Name], [Training Date], [Start Time], [End Time], [Time Zone], [Location or Video Link], [Registration Link], [Registration Deadline], [Facilitator Name], [Manager Name], [Supervisor Name], [Go-Live Date], [Team Name], [Duration], [Your Name], [Title], [Company]