

Email Etiquette (1 Day)

COURSE OVERVIEW

This E-mail Etiquette training course teaches students how to use e-mail effectively. Course activities include writing effective messages, using the subject line effectively, considering your recipient, managing e-mail volume, attaching files, preparing for recipient reactions, and using emoticons effectively.

Students also learn about the differences between writing online and traditional paper-based writing, achieving e-mail message objectives, using correct punctuation, constructing effective sentences and paragraphs, editing e-mail messages, and using active voice in writing.

COURSE OUTLINE

1. E-mail basics

- A. E-mail characteristics
- B. E-mail programs
- C. When to use e-mail
- D. Writing an e-mail message

2. E-mail policies

- . Company policies
 - A. Copyright laws, viruses, and liability

3. E-mail features and security

- . Features of an e-mail program
 - A. Securing e-mail

4. E-mail messages

- . Message headers
 - A. E-mail message body

5. E-mail effectiveness

- . E-mail recipients
 - A. Message management

6. Netiquette guidelines

- . Netiquette style
 - A. Emoticons and abbreviations

7. Composing online correspondence

- . Online communication
 - A. Language and punctuation
 - B. Efficient writing habits

CLASS MATERIALS

Each student in our Live Online and our Onsite classes receives a comprehensive set of materials, including course notes and all the class examples.