

Email Etiquette Skills (7441 R)

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Location **Western Cape, Cape Town**
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Your gateway to all forms of communication!

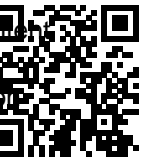


Email is currently the most used communication channel in the business environment. Email etiquette encompasses a set of rules indicating effective, proper and polite ways to behave when using email to communicate. This workshop will teach you the rules regarding how messages should look and what they should contain.

Outcomes:

- Employ effective email etiquette
- Reply to emails according to organisational standards
- Learn to structure an email
- Understanding what an email should contain

Course Outline:

- Lesson 1: Understanding email etiquette
 - Why send an email?
 - What is email etiquette?
 - Formal Email?
 - Informal email?
- Lesson 2: Email Form
 - Subject line
 - Salutations & Closings
 - Font
 - Paragraph spacing

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Signature
 Email Com
 Punctuati
 Emoticons
 Attachments
 Lesson 4: Replying to emails
 Reply, Reply All, Forward
 Response Time
 Auto-reply
 Lesson 5: Specific Situations

Emailing customers & colleagues

Lesson 6: Common Mistakes

Various Content types: cordial, personal, emotional, crowded, informal.

Mistakes

Lesson 7: Practice session

Practice everything learned.