PROFESSIONAL DEVELOPMENT TRAINING

Email Etiquette Training

REQUEST QUOTE

1.0 DAY COURSE

Personal or professional communication through emails is cheap, convenient and fast, but there are rules or etiquette that should be observed. Non conformance with the accepted email etiquette can be annoying and may give a bad impression about the sender to the recipient. Learn the proper way of preparing and managing emails by attending PD Training's Email Etiquette Training course.

After completing this course, you will have learned: how to manage emails, the principles or 'rules of thumb' to ensure professional, clear & effective emails, the potential perils of digital communication, the importance of proofreading, what is 'netiquette' and much more.

This comprehensive training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

What You'll Gain:

In an increasingly knowledge-based economy, it is critical that information is widely accessible and is utilized effectively in the workplace. It is also vital that organizations develop policies to guide employees on the correct use of online communications. These should cover issues such as privacy, personal use, monitoring, downloading of content, access by third parties, and illegal use of the Internet.

Outcomes

By the end of this course, participants will:

- Develop a heightened awareness of the potential perils of digital communication
- Master effective email structures to achieve clarity and successful communication
- Learn to write for the reader, starting with effective subject lines
- Make the most of 'email estate'
- Carefully consider the email recipients

- Learn to work within principles or 'rules of thumb' to ensure professional, clear & effective emails
- Perfect grammar because it matters
- Format messages for readability
- Learn to write professionally and brand Broadcast emails
- Learn to avoid senders regret by proof reading
- Understand 'netiquette'
- Master the inbox using some core principles and email functions

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Modules

Lesson 1: Introduction
- Evaluate your Email usage
- Workshop Objectives

Lesson 2: Broadcast Emails
- Branding
- Importance of Branding and consistent subject headings

Lesson 3: Introduction to Email Etiquette
- Email is never secure
- Big brother may be reading over your electronic shoulder
- Productivity is lost when cyber-slackers log on
- Email misuse and abuse may get you fired
- Email can be embarrassing
- Email abuse impacts revenues and also reputations
- Email is easily misinterpreted

Lesson 4: Proofreading Does Pay
- A Proofreading Primer
- How Peer Review Can Help

Lesson 5: Create Structure for Success
- Forward-To-CC-BCC
- Urgent
- ! High Importance Low Importance
- Subject
- Salutation
- Introduction – Body – Conclusion
- Signature
- Draft
- Time Delays

Lesson 6: Polishing Your Cybermanners
- Watch your Cyberlanguage
- Avoiding Sexist Language
- Set the Right Tone
- Dodging Conversational Pitfalls
- Extinguishing Flames

Lesson 7: Rules of Thumb

- Effective Subject lines: Tell me up front what you want from me
- 1 page view only
- Average 15 words per sentence
- As short as possible – no extra words
- 2 – 3 lines per paragraph

Lesson 8: Netiquette Guidelines

- Reviewing Netiquette Guidelines
- Netiquette Guidelines for Managers

Lesson 9: Grammar Perfect

- Using spellchecker
- Check for simple sentences
- Use the Active Voice
- Use of punctuation
- Use of emoticons
- Use of text talk

Lesson 10: Managing Email Overload

- Controlling your Inbox Clutter

Lesson 11: Formatting your Email Message

- Email Style
- Writing the Email
- Selecting your format settings
- Choose the Right Font
- Select Appropriate Colors
- Enhancing Readability
- Resist the urge to use All Upper – or Lowercase Letters
- Arranging Text into Vertical Lists
- Sending Attachments with Care

Lesson 12: Examples

- The Good
- The Bad
- The Ugly

Talk to our expert team

Phone:

Email: