



Email Etiquette Skills, 0



Seller Info

Name: Biebie Productions
Country: South Africa
State/Region/Province: Western Cape
City: Bothasig
First Name: Barbara
Last Name: Barbieri
Website: <https://biebieproduction.simdif.com/>

Listing details

Description

Price: 0
Title: Email Etiquette Skills

Location

Additional information

Additional Information:

<p>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.</p> <p>Outcomes:</p> <p>Employ effective email etiquette</p> <p>Reply to emails according to organisational standards</p> <p>Learn to structure an email</p> <p>Understanding what an email should contain</p> <p>Course Outline:</p> <p>Lesson 1: Understanding email etiquette</p> <p>Why send an email?</p> <p>What is email etiquette?</p> <p>Formal Email?</p> <p>Informal email?</p> <p>Lesson 2: Email Form</p> <p>Subject line</p> <p>Salutations & Closings</p> <p>Font</p> <p>Paragraph spacing</p> <p>Signature</p> <p>Lesson 3: Email Content</p> <p>Writing Style</p> <p>Tone and Punctuation</p> <p>Enumerations</p> <p>Emoticons</p> <p>Attachments</p> <p>Lesson 4: Replying to emails</p> <p>Reply, Reply All, Forward</p> <p>Response Time</p> <p>Auto-reply</p> <p>Lesson 5: Specific Situations</p> <p>Emailing customers & colleagues</p> <p>Lesson 6: Common Mistakes</p> <p>Various Content types: cordial, personal, emotional, crowded, informal.</p> <p>Mistakes</p> <p>Lesson 7: Practice session</p> <p>Practice everything



learned.</p>

