

# Email Etiquette Skills (7441 R)

Barbara Barbieri  
Tel: 0846254104



*Your gateway to all forms of communication!*

Location **Western Cape, Cape Town**  
<https://www.freedasz.co.za/x-235700-z>

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

Signature

Attachments

Reply, Reply All, Forward

Response Time

Auto-reply

Lesson 5: Specific Situations

Emoticons

Lesson 4: Replying to emails

Reply, Reply All, Forward

Response Time

Auto-reply

Lesson 5: Specific Situations

Emoticons




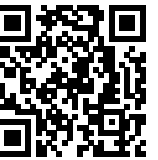




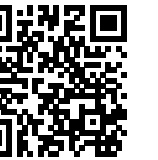

Lesson 4: Replying to emails

Reply, Reply All, Forward

Response Time

Auto-reply

Lesson 5: Specific Situations

 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>	 <p>Barbara Barbieri <a href="https://www.freedasz.co.za/x-235700-z">https://www.freedasz.co.za/x-235700-z</a></p> <p>Email Etiquette Skills</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

---

Emailing customers & colleagues

Lesson 6: Common Mistakes

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

Mistakes

Lesson 7: Practice session

Practice everything learned.