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# Email Etiquette Skills (7441 R)

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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
Lesson 3: Email Content
Writing Style
Tone and Punctuation
Emoticons
Attachments
Lesson 4: Replying to emails
Reply, Reply All, Forward
Response Time
Auto-reply
Lesson 5: Specific Situations

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Emailing customers & colleagues
Lesson 6: Common Mistakes
Various Content types: cordial, personal, emotional, crowded, informal.
Mistakes
Lesson 7: Practice session
Practice everything learned.