

E-mail Etiquette– 1 day

Prerequisites

None – Minimum of 4 delegates must be booked on this course to progress.

E-Mail Basics

- E-mail characteristics
- Writing online versus on paper
- Understanding the advantages and disadvantages of e-mail
- Understanding the cultural significance of e-mail
- E-mail programs
- Using an e-mail program to send e-mail
- When to use e-mail
- Communicating by e-mail
- Understanding when to avoid using e-mail
- Writing an e-mail message
- Using the MAIL acronym

E-mail policies

- Company policies
- Avoiding improper e-mail messages
- Ensuring employee compliance to e-mail policies
- Copyright laws, viruses, and liability
- Avoiding copyright infringement
- Avoiding viruses
- Identifying e-mail liability

E-mail features and security

- Features of an e-mail program
- Using attachments
- Using priority labels and signature files
- Discussing e-mail program options
- Securing e-mail
- Using encryption and digital signatures
- Using passwords

E-mail messages

- Message headers
- Using headers
- E-mail message body
- Including proper greeting
- Structuring an e-mail message
- Closing an e-mail message

E-mail effectiveness

- E-mail recipients
- Considering the factors that determine e-mail writing
- Anticipating recipient reaction
- Message management
- Managing your e-mail effectively

Netiquette guidelines

- Netiquette style
- Using proper tone
- Following formatting guidelines
- Emoticons and abbreviations
- Using emoticons and electronic abbreviations

Composing online correspondence

- Online communication
- Achieving the objective of the message
- Language and punctuation
- Improving online writing style
- Using punctuation correctly
- Efficient writing habits
- Constructing sentences
- Constructing paragraphs
- Editing e-mail messages