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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Email Etiquette



About This Course:

Did you know that employees spend an average of 28% of their workweek managing emails? That’s over 11 hours dedicated to this single task every week! Ensuring your emails are clear, professional, and effective can save time, prevent misunderstandings, and foster stronger communication.In the Email Etiquette course, you’ll learn how to craft concise, impactful messages, avoid common email pitfalls, and establish a polished, professional tone that resonates with recipients.

Course Objectives:

- By the end of the course, you will have mastered best practices for professional email communication, enabling you to craft clear and impactful messages with confidence. You will learn how to navigate organizational email policies effectively, ensuring compliance and professionalism in workplace correspondence.

Audience:

- This course is designed for individuals seeking to enhance their digital communication etiquette on a more basic level. Upon completion, participants will emerge with the ability to communicate effectively and professionally via email, thereby contributing to personal and organizational success.

Prerequisites:

- Are familiar with basic email and internet use
- Have access to an email platform for practice (e.g., Outlook, Gmail)

Course Outline:

- E-mail Basics – Overview of email systems and fundamental principles of effective email communication.
- E-mail Policies – Understanding organizational email policies and legal considerations to ensure compliance.
- E-mail Features and Security – Exploring email features, tools for enhancing productivity, and best practices for securing your email communications.
- E-mail Messages – Crafting clear, concise, and effective messages that convey your intended purpose.
- E-mail Effectiveness – Techniques for improving email response rates, engagement, and overall communication impact.
- Netiquette Guidelines – Essential online etiquette rules to maintain professionalism and foster positive digital interactions.
- Composing Online Correspondence – Practical strategies for writing engaging emails, managing tone, and adapting your style to different

audiences.