

Effective Email Communication

Length: 1/2 Day

Summary: In an increasingly knowledge-based culture, it is critical that information is widely accessible and able to be utilized effectively in the workplace. It is also vital that organizations develop policies to guide employees on the correct use of online communications. These should cover issues such as privacy, personal use, monitoring, downloading of content, access by third parties and illegal use of the Internet. Email is a primary method of communication; however, many are not aware of appropriate skills and strategies for communicating effectively. In this course, learners will build knowledge and understanding of email communication with the intent of improving both clarity and effectiveness.

Who Should Attend? Anyone who wants to enhance clarity and effectiveness of email communication

COURSE CONTENT

- 1: Evaluation Your Email Usage
- 2: Email Etiquette
- 3: Create Structure for Success
- 4: Rules of Thumb
- 5: Grammar
- 6: Formatting Your Email Message