



EMAIL WRITING & ETIQUETTE SKILLS

"Email is a marvel of modern technology - when it works." - Unknown

Email Etiquette and Email Writing Skills is a comprehensive training course that provides knowledge on how to communicate professionally and effectively via email. Participants will learn how to write emails that are clear, concise, and polite; they will also be introduced to the basics of email etiquette. The course covers topics such as formatting an email, using appropriate language, effective use of signature lines and salutations, responding to emails promptly, and citing CCs and BCCs. At the end of the course, participants will have an understanding of Netiquette and will be able to confidently write emails that present their message convincingly.

Key Course Content:

- Conduct a quick health check on the quality of your internal and external emails.
- Recognise and remove the 4 biggest email errors.
- Use powerful active verbs instead of passive verbs.
- Keep in mind that email is a legal document and don't take shortcuts.
- Use the title and opening line to grab attention.
- Critique sample emails and spot the multiple errors.
- Calibrate an email style guide and learn the 7 signs of email excellence.
- Prompt action as a response to your email rather than it being deleted.



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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