



Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

solutions@ttsweb.co.uk
www.ttsweb.co.uk
0117 9022 845

Email Etiquette

(½ day)

"Email is a wonderful invention. It is fast, efficient, and easy to use, but without care it can equally become counter-productive."

Benefits of attending this course...

The benefits of adopting a careful and considered approach to using email are threefold. It maintains professionalism, it maximises efficiency and it helps to protect us from potential liability.

The purpose of this course is to ensure that delegates understand the negative impact and wasted effort that results from the inappropriate use of email and to then develop a writing style that makes the best use of this pervasive technology.

Who is it for?

Those who wish to improve their communication skills via email.

Objectives

By the end of the training you will be able to...

-  Describe the key reasons why email etiquette is important to your organisation.
-  Identify common mistakes and weaknesses in email style.
-  Develop a personal style that gets your message across.

Content

- ✓ The role of email (and when it's best not to use it).
- ✓ The importance of email etiquette (and the impact on the business of failing to adopt it).
- ✓ How to get your message across clearly and with the minimum number of words.
- ✓ Identifying common mistakes in real-world examples.
- ✓ Practice at refining and improving your email style.
- ✓ Checking and proofreading (before sending).
- ✓ Setting a Global Delivery Delay in Outlook (to give you time to reflect, before sending).
- ✓ Action-planning (so that good habits are maintained).