



Email Etiquette

One Day (8 hours); Optimum Class Size: 6-12

Training Description:

In this course, students will learn about e-mail policies and learn how to write professional e-mail memos that convey appropriate messages.

Agenda:

- **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
 - 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