Email Communication

Email is quickly becoming a major form of business communication. The average office worker receives around 80 emails each day. Your own emails can be easily forgotten due to the sheer volume of mail. Another fact is that customers prefer email to any other communication medium by 72 percent. Is there a faster, more efficient way to reply and create email messages?

Professionalism can make all the difference in getting a job, promotion or a job that lasts. As we have seen, emails aren't private. Emails can be copied and forwarded to anyone, anyplace. In their rush to get to work, many workers send emails to bosses and colleagues without reviewing their email messages. Many emails are incorrectly or overlooked.

Course Overview
The first part of the day will be spent getting to know the participants and discussing the workshop. Students will have the opportunity to identify their learning goals.

Introduction to Email Etiquette
In this session, participants will learn the various pitfalls of email such as email is never secure, big brother may be reading your email, productivity is lost when cyber-slackers log-on, email misuse and abuse and its impacts on revenues and reputations, it can be embarrassing, and email is easily misinterpreted.

Create Structure for Success
This session will expose the participants on how to create an effective, professional, and successful email.

Rules of Thumb
During this session, participants will know the rules when writing a concise and professional email.

Grammar Perfect
Next, participants will learn how to use spell checker, active voice, punctuation, emoticons, text talk, and check for simple sentences that if practiced would lead to successful email construction and communication.

Formatting Email Message
In this session, participants will learn the things to consider when formatting an email message.

Broadcast Emails
Next, participants will know the importance of always incorporating the branding of the company as it will serves as a trademark of the company.

Proofreading Does Pay
In this session, participants will learn about the importance of proofreading first the email before delivering it to the recipient.

Polishing Your Cyber Manners

During this session, participants will be taught the proper language to be used in an email message as it will help for a successful email communication.

Netiquette Guidelines

This session will focus on reviewing netiquette guidelines as it is important to adhere.

Managing Email Overload

In this session, participant will learn how to control inbox clutter.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit https://paramounttraining.com.au for more information or call 1300 810 725

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