

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Email Etiquette

Target Audience

Office workers, information workers, receptionist, secretaries, administrators, sales people and anyone willing to learn business e-mail etiquette.

Prerequisites

There are no prerequisites for this course.

Duration

- 1 Day

Course Outline

Module 1: E-mail Basics

- E-mail Characteristics.
- E-mail programmes.
- When to use e-mail.
- Writing an e-mail message.

Module 2: E-mail Policies

- Company policies.
- Copyright laws, viruses, and liability.

Module 3: E-mail Features and Security

- Features of an e-mail program.
- Securing e-mail.

Module 4: E-mail Messages

- Message headers.
- E-mail message body.



Module 5: E-mail Effectiveness

- E-mail recipients.
- Message management.

Module 6: Netiquette Guidelines

- Netiquette style.
- Emoticons and abbreviations.

Module 7: Composing Online Correspondence

- Online communication.
- Language and punctuation.
- Efficient writing habits.