PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

Email Etiquette Training - 3hours

In this age of fast changing technology, email is the preferred and often most efficient form of business communication. Yet many organisations in Australia overlook the etiquette framework that should be in place when using this very important business communications tool.

The PD Training Email Etiquette training course provides you with the skills and techniques necessary for managing emails, creating and managing groups, writing professionally with effective email structures, creating signatures and templates and more. Learn how to draft emails that are clear and concise and won't be misinterpreted by co-workers.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office. We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

An international workplace survey has found that 83% of Australians use email, the Internet, or both while at work and most are convinced it makes them more productive.

With this growing trend in modern business communication within Australia, the explosion of unnecessary and time-wasting emails was one of the biggest sources of complaints. Some

35% of workers said they received high levels of emails that were either time wasting or unnecessary. This evidently points to the volume of emails that are directed to people without having a clear purpose.

In an increasingly knowledge-based economy, it is critical that information is widely accessible and able to be utilised effectively in the workplace. It is also vital that organisations develop policies to guide employees on the correct use of online communications. These should cover issues such as privacy, personal use, monitoring, downloading of content, access by third parties and illegal use of the Internet.

Outcomes

In this course you will:

- Master effective email structures to achieve clarity and successful communication
- Learn to write for the reader, starting with effective subject lines
- Make the most of 'email estate'
- Carefully consider the email recipients
- Learn to work within principles or 'rules of thumb' to ensure professional, clear & effective emails
- Perfect grammar because it matters
- Format messages for readability
- Master the inbox using some core principles and email functions

Modules

Lesson 1: Create Structure for Success

- Forward-To-CC-BCC
- Urgent
- ! High Importance vs Low Importance
- Subject
- Salutation
- Introduction – Body – Conclusion
- Signature
- Draft
- Time Delays

Lesson 2: Rules of Thumb

- Effective Subject lines: Tell Me What You Need
- One Page View Only
- Average 15 Words per Sentence
- As Short as Possible – Avoid Extra Words
- 2 – 3 Lines per Paragraph Maximum

Lesson 3: Grammar Perfect

- Using Spell Checker
- Check for Simple Sentences
- Use the Active Voice

Lesson 4: Formatting your Email Message

- Email Style
- Writing the Email

- Use of Punctuation
- Use of Emoticons
- Use of Text Talk

- Selecting Your Format Settings
- Choose the Right Font
- Select Appropriate Colours
- Enhancing Readability
- Avoid All Upper – or Lowercase Letters
- Arranging Text into Vertical Lists
- Sending Attachments with Care

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au