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Email Etiquette Course

Duration

1 Day (08:30 - 16:00)

Objectives

Email-Etiquette course teaches students how to use e-mail effectively. Students will learn how to write effective messages and e-policies, use e-mail accessories and passwords, and prevent your password from being stolen. Course activities also cover using the subject line, considering your recipient, managing e-mail volume, following netiquette guidelines, attaching files, preparing for recipient reactions, and using emoticons effectively. Students also learn about the differences between writing online and traditional paper-based writing, achieving e-mail message objectives, using correct punctuation, constructing effective sentences and paragraphs, editing your e-mail messages, and using active voice in writing. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success. Comes with a companion CBT program.

Who should attend?

The typical students of this course will be representatives, managers, or executives, who need to learn how to use E-mail effectively.

Prerequisite

None

Course Outline

1. E-mail Basics

- Topic A: E-mail Characteristics
- Writing online versus paper
- Understanding the advantages and disadvantages of e-mail
- Understanding the cultural significance of e-mail
- Topic B: E-mail Programs
- Using an e-mail program to send e-mail
- Topic C: When to use E-Mail
- Communicating by e-mail
- Understanding when to avoid using e-mail
- Topic D: Writing an e-mail message
- Using the MAIL acronym

2. E-mail Policies

- Topic A: Company Policies
- Avoiding improper e-mail messages
- Ensuring employee compliance to e-mail policies
- Topic B: Copyright laws, viruses and liability
- Avoiding copyright infringement
- Avoiding viruses
- Identifying e-mail liability

3. E-mail Features and Security

- Topic A: Features of an e-mail program
- Using attachments
- Using priority labels and signature files
- Discussing e-mail program options
- Topic B: Securing e-mail
- Using encryption and digital signatures
- Using passwords

4. E-mail messages

- Topic A: Message headers
- Using headers
- Topic B: E-mail message body
- Including proper greeting
- Structuring an e-mail message
- Closing an e-mail message

5. E-mail effectiveness

- Topic A: E-mail recipients
- Considering the factors that determine e-mail writing
- Anticipating recipient reaction
- Topic B: Message Management
- Managing your e-mail effectively

6. Netiquette guideline

- Topic A: Netiquette style
- Using proper tone
- Following formatting guidelines
- Topic B: Emoticons and abbreviations
- Using emoticons and electronic abbreviations

7. Composing online correspondence

- Topic A: Online communication
- Achieving the objective of the message
- Topic B: Language and punctuation
- Improving online writing style
- Using punctuation correctly
- Topic C: Efficient writing habits

To check the course schedule, location, pricing and to book online please visit

http://www.multimediacentre.co.za/courses/email_etiquette.php

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.