

## Course duration

- 1 day

## Course Benefits

- Learn how to use e-mail effectively.
- Learn to write effective e-mail messages.
- Learn how to manage e-mail volume.
- Learn about the differences between writing online and traditional paper-based writing.
- Learn how to attach files to an e-mail.
- Learn to use emoticons effectively in e-mail.

### Available Delivery Methods

#### **Public Class**

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

#### **Private Class**

Private classes are delivered for groups at your offices or a location of your choice.

## Course Outline

1. E-mail basics
  1. E-mail characteristics
  2. E-mail programs
  3. When to use e-mail
  4. Writing an e-mail message
2. E-mail policies
  1. Company policies
  2. Copyright laws, viruses, and liability
3. E-mail features and security
  1. Features of an e-mail program
  2. Securing e-mail
4. E-mail messages
  1. Message headers
  2. E-mail message body
5. E-mail effectiveness

- 1. E-mail recipients
- 2. Message management
- 6. Netiquette guidelines
  - 1. Netiquette style
  - 2. Emoticons and abbreviations
- 7. Composing online correspondence
  - 1. Online communication
  - 2. Language and punctuation
  - 3. Efficient writing habits

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.