

FREEDOM FOCUSED

THE CENTER FOR SELF-ACTION LEADERSHIP

“I do love email. Wherever possible I try to communicate asynchronously. I’m really good at email.”

- Elon Musk

Ideal For:

- Entry-mid career professionals
- First-line supervisors
- Technical staff & leads
- Customer service & business services personnel
- Administrators
- Technicians

Course Outcomes & Deliverables:

- Write emails your colleagues will both read and action
- Improve email formatting and tone
- Exercise etiquette to avoid unnecessary offense or being ignored
- Avoid misunderstandings and misinterpretations
- Bolster team cohesiveness through e-relationship building

Email Professionalism & Etiquette:

The Fundamentals of Effective Electronic Communication

Course Description and Outline:

More professional communication transpires via e-mail than any other medium, yet few business professionals have mastered both the science and art of writing effective e-mails. Close the communication gaps that exist due to lingering bad habits in your organization’s electronic communication practices. This course provides interactive exercises to engage attendees in improving their email practices.

Formatting

- Understand the *To*, *CC*, and *BCC* lines
- Compose the introduction, body, and conclusion
- The essential nature of the opening/closing, pleasantries
- Apply the “Telephone Test”
- Signature line and signature blocks
- Use color and other tools of emphasis

Tone

- Know your audience and build positive relationships
- Explicit vs. implicit messaging
- Ridding your document of “Rhetorical Baggage”
- Don’t lose your personal touch: know when to pick up the phone or make a personal visit instead of e-mailing

E-Mail Etiquette

- Avoid and eliminate e-mail debris
- To “Reply” or to “Reply All” *that is the question!*
- Email liabilities and applying the “Courtroom Test”
- Up formality and proofread for perfection
- Rules for flagging and filing

Guidelines for Professional Instant Messaging & Texting

Contact us today to Educate, Engage, and Inspire your Organization

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