KnowledgeWave

Email Etiquette

Course Length: 1 Day

Course Description

Description:	In this course, students will learn about e-mail policies and learn how to write professional e-mail memos that convey appropriate messages.

Course Content

Lesson 1 – E-mail basics	- E-mail characteristics - Writing online versus on paper - Understanding the advantages and disadvantages of e-mail - Understanding the cultural significance of e-mail - E-mail programs - Using an e-mail program to send e-mail - When to use e-mail - Communicating by e-mail - Understanding when to avoid using e-mail - Writing an e-mail message - Using the MAIL acronym
Lesson 2 – E-mail policies	- Company policies - Avoiding improper e-mail messages - Ensuring employee compliance to e-mail policies - Copyright laws, viruses, and liability - Avoiding copyright infringement - Avoiding viruses - Identifying e-mail liability

Lesson 3 – E-mail features and security	• Features of an e-mail program • Using attachments • Using priority labels and signature files • Features of an e-mail program • Using attachments • Using priority labels and signature files • Discussing e-mail program options • Securing e-mail • Using encryption and digital signatures • Using passwords
Lesson 4 – E-mail messages	• Message headers • Using headers • E-mail message body • Including proper greeting • Structuring an e-mail message • Closing an e-mail message
Lesson 5 – E-mail effectiveness	• E-mail recipients • Considering the factors that determine e-mail writing • Anticipating recipient reaction • Message management • Managing your e-mail effectively
Lesson 6 - Netiquette guidelines	• Netiquette style • Using proper tone • Following formatting guidelines • Emoticons and abbreviations • Using emoticons and electronic abbreviations
Lesson 7 - Composing online correspondence	• Online communication • Achieving the objective of the message • Language and punctuation • Improving online writing style • Using punctuation correctly • Efficient writing habits • Constructing sentences • Constructing paragraphs • Editing e-mail messages