Email Etiquette

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1. **Introduction**

   This module introduces the basics:

   - Evaluate your Email usage
   - Workshop Objectives

2. **Formatting Microsoft PowerPoint Presentations**

   This module introduces the basics of email management:

   - Email is never secure
   - Big brother may be reading over your electronic shoulder
   - Productivity is lost when cyber-slackers log on
   - Email misuse and abuse may get you fired
   - Email can be embarrassing
   - Email abuse impacts revenues and also reputations
   - Email is easily misinterpreted

3. **Creating Structure**

   Topics:

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

4. **General Rule**

   This module explains the general rule followed

   - Effective Subject lines: Tell me up front what you want from me
   - 1 page view only

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- Average 15 words per sentence
- As short as possible – no extra words
- 2 – 3 lines per paragraph

5. **Perfecting the English Usage**

- Using spellchecker
- Check for simple sentences
- Use the Active Voice
- Use of punctuation
- Use of emoticons
- Use of text talk

6. **Formatting your Email:**

This module explains how to manage & format your email message:

- Email Style
- Writing the Email
- Selecting your format settings
- Choose the Right Font
- Select Appropriate Colors
- Enhancing Readability
- Resist the urge to use All Upper – or Lowercase Letters
- Arranging Text into Vertical Lists
- Sending Attachments with Care

7. **Broadcasting Emails**

This module explains how to Broadcast Emails:

- Branding
- Importance of Branding and consistent subject headings

8. **Watch the tone**

- Acceptable Net Language
- Set the Right Tone
- Avoiding Conversational Topics
- Fire Fighting

9. **Proofread Before Sending**

- A Proofreading Primer
- How Peer Review Can Help

10. Managing Many Emails

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