

Overview E-mail is the most commonly used form of business communication, and one of greatest sources of professional frustration. The volume of e-mail is overwhelming and the quality of many e-mails disappointing.

In this program, learners will discover techniques to more efficiently manage incoming e-mails while also creating more effective outgoing e-mails. They will learn writing styles specifically focused on drafting e-mails that communicate more clearly and get a faster, better response.

Agenda

- Using E-mail
 - An essential business tool
 - Productivity plusses and minuses
- Build More Effective E-mails
 - To: Select the right recipients
 - Subject:: Make it work for you
 - Body: (discussed below)
 - Closing: Create a Call-to-Action
 - Signature: Help them reach you
- Write More Effective E-mails
 - Create a good impression
 - Compact writing
 - Format for more effect
 - ‘Smileys’ and ‘initialisms’
 - Proofing tools
- Efficiently Manage Your E-mail
 - Microsoft’s Four D’s of e-mail management
 - Controlling your e-mail addiction
 - Reduce and manage incoming email
 - Search tools to help find specific message
 - Reduce outbound email
 - Using folders
 - Efficiency tools: Autocorrect, Templates and Quickparts

* The course can be adjusted to any desired length, depending on the content selected and whether practice opportunities are incorporated as part of the training.