

learning
equals
development

EQV Course Outline



■ Email Etiquette

■ ½ Day

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Email Etiquette

(1/2 Day)

Business Benefit

A company needs to implement etiquette rules for the following three reasons:
Professionalism: by using proper email language your company will convey a professional image.
Efficiency: emails that get to the point are much more effective
Protection from liability: employee awareness of email risks will protect your company from costly lawsuits.

Who Should Attend?

- Anyone who uses e-mail as a communication tool

Learning Objectives

By the end of this course you will be able to...

- Understand when to use and when not to use Email
- How to construct meaningful emails
- What you include and not include
- What are your responsibilities when writing an email
- How to respond to negative emails
- How to manage your mailbox
- Dealing with SPAM

Course Content

- Email as a communication tool:
- What is different about using email?
- Visual Appearance
- Content
- What not to include
- Targeting the reader - tailor your writing to suit
- Your responsibilities
- When not to reply straight away – sleep on it / pause
- Structure - Subject / Greeting / Signing off
- Personal emails
- Sent in error - what to do
- Replying
- Dealing with angry / aggressive emails
- Attachments - advantages and disadvantages
- Read Receipts and delivery reports
- Controlling your In-box
- Good English for Business - grammar, punctuation
- Paragraphs and sentences Correct writing style
- Handling delicate or diplomatic situations
- Dealing with SPAM emails

You may also be interested in

Outlook User
Internet Explorer User

Dates: **Please call for dates**

Price: **£199**
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

What Delegates Say about this course

"Great points, made me realise where I could do better"

"Everyone at my works should hear this, we would have much better emailing"

"Made me think about what I was doing with my mail"

