the
Management Development
Institute
business and management education since 1981

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E-Mail Etiquette

Code: CT90-704   **Duration:**   1 day

Series: Business Communication

E-mail basics
E-mail characteristics
E-mail programs
When to use e-mail
Writing an e-mail message

E-mail policies
Company policies
Copyright laws, viruses, and liability

E-mail features and security
Features of an e-mail program
Securing e-mail

E-mail messages
Message headers
E-mail message body

E-mail effectiveness
E-mail recipients
Message management

Netiquette guidelines
Netiquette style
Emoticons and abbreviations

Composing online correspondence
Online communication
Language and punctuation
Efficient writing habits

By completing this course, participants will learn how to:

- Describe the various aspects of e-mail, use e-mail programs, decide when to write e-mail and when to avoid writing e-mail, and improve their e-mail writing skills.
- Follow company policies regarding e-mail, follow copyright laws, avoid viruses, and discuss e-mail liability.
- Use the various features of e-mail programs and secure their e-mail by using encryption, digital signatures, and passwords.
- Use headers effectively in an e-mail message and structure the body of an e-mail message.
- Write e-mail with recipients in mind and manage their e-mail volume.
- Use proper netiquette styles and use emoticons and electronic abbreviations.
- Communicate online, use language and punctuation, and develop efficient writing habits.

Prerequisites: None