

IN PERSON · NINETY MINUTES

Email Etiquette

Email messages are so easy to send that many of us send way too many, way too often, with too little care. This practical 90-minute course teaches you how to use email with courtesy and respect.

Who should attend

This course benefits anyone looking to be more professional and send emails with greater courtesy and respect. We recommend up to 40 participants.

You learn to

- Decide when sending an email is appropriate
- Know your alternatives and when to use them
- Be a courteous and responsible email writer—understand the implications of your choices
- Share time-saving conventions with your colleagues
- Compose information-rich subject lines
- Lay out your message for clarity and readability

What to expect

This 90-minute course works for even the busiest schedule. You receive materials to help you transfer your learning to the job.