

Email Writing Skills Training & Netiquette

THIS PROGRAM IS DESIGNED TO HELP YOUR PEOPLE AVOID MAKING COMMON ERRORS WHEN WRITING INTERNAL AND EXTERNAL EMAILS. MINIMISE YOUR LIABILITY AND RISK BY LEARNING NETIQUETTE SKILLS

Most people and organisations have simply no idea how much risk and liability surrounds sending and receiving emails. What about the risk of losing key clients and customers by sending poorly constructed or misunderstood emails? Emails are legal documents and email training skills will help your people learn to write dynamic, risk free emails.

Many organisations don't adequately check the quality of emails for perceived employee privacy issues. Make sure that your people use an email style guide and a training framework that keeps your emails integrated and easy to read. Get rid of sloppy grammar and jargon too. Writing a well constructed email isn't rocket science and all your people should be writing quality emails everytime.

Key Learning Outcomes – Email Writing Skills Training & Netiquette

Participants will learn the skills to:

1. Conduct a quick health check on the quality of your internal and external emails
2. Recognise and remove the 4 biggest email errors
3. Use powerful active verbs instead of passive verbs.
4. Keep in mind that email is a legal document and don't take shortcuts
5. Use the title and opening line to grab attention
6. Critique sample emails and spot the multiple errors
7. Calibrate an email style guide and learn the 7 signs of email excellence
8. Prompt action as a response to your email rather than it being deleted

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's

If you would like more information on this training program, please contact:
Melinda Carlisle - Marketing Manager 03 9805 8000 Email: mcarlisle@preftrain.com
or visit our website today www.preftrain.com

Preferred Training Networks Pty Ltd Suite 2, 144 Camberwell Road, East Hawthorn VIC 3123

Ph: 61 3 9805 8000 Fax: 61 3 9882 9471
E-mail: mail@preftrain.com Web: www.preftrain.com

