

Email Etiquette

Protocols for Successful Communication



In this *practical, interactive* workshop participants learn:

1. **Solutions to common email frustrations** such as:
 - Too Many Emails, not Enough Time
 - Reply All
 - Email Battles
2. How to use 4 Factors to **decide when to send email, call or meet**
3. **Best Practices** for email including:
 - Replying to Emails
 - Subject Lines
 - How to Deal with Emotion in Email
4. Email **Writing Skills**
 - Getting your IDEA Across
 - Writing for Easy Reading
 - Special Cases: Bad News, Instructing, Influencing
 - Editing Tricks and Tips



Program Details

Audience:
Length:
Format:
Included:

Leaders and/or Professionals
 1 day
 Lectures, Discussions, Activities, Cases
 Cases Tailored to your Company

