

OTL-104

# Email Writing Ethics and Best Practices



## Objectives

With this training, participants will be able to:

- Select the right mode of communication for a given situation
- Apply the principles of ethical email writing
- Reduce the number of emails exchanged by communicating effectively

## Practical information

<b>Duration</b>	1,5 hours
<b>Level</b>	Beginner
<b>Number of participants</b>	7 participants (online) 15 participants (face-to-face)
<b>Languages available</b>	French - English

## Prerequisites

None

## Target audience

Managers, Administrative staff, Customer service employees or anyone who needs to communicate with internal or external customers by email.

## Content

### 1 - Select the right mode of communication for a given situation

- Identify if email is the right mode of communication for a given situation

### 2 - Apply the principles of ethical email writing

#### 2.1 - Apply the principles of ethical email writing

- Use To, CC and BCC fields correctly
- Use a convention for writing subject lines
- Structure a message to make it easier to read
- Create a communication template with the Quick Part

#### 2.2 - Make a review before sending

- Perform a language revision
- Selecting how to send attachments

#### 2.3 - Reply efficiently to emails

- Determining a reasonable response time
- When to put your away message
- How to manage multiple email exchanges

## Included with your training



Complete manual with  
step-by-step explanations



Exercise worksheets  
seen in class



Training  
Certificate



Recognition Badge that you can  
share on your LinkedIn page



Post-training follow-up  
offered for 6 months