Sylbert
CRÉATEUR D'EFFICACITÉ

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

Duration	1,5 hours
Level	Beginner
Number of participants	7 participants (online)
	15 participants (face-to-face)
Languages available	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