

# Power Session: 10 Steps to Professional E-mails

## **Aim**

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate e-mail communication. This workshop is relevant to any employee as the majority of business communication is written.

## **What Others Had to Say About this Course...**



*Trainer kept everyone's attention from start to finish. Michael – Armscor*

## **Who Should Attend this Course?**

This course will benefit all staff who compile business letters and emails, including admin staff, PAs, Office Clerks, Receptionists and Secretaries

## **Outcome**

The learners will be able to deliver and maintain professionalism in their e-mail communication.

**Duration: 2-Hours**

## Content

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E-mails then and now	<ul style="list-style-type: none"><li>• A brief introduction to the history of emails and the changing expectations of the reader</li></ul>
Formatting	<ul style="list-style-type: none"><li>• Universally accepted methods of formatting</li><li>• Signatures</li></ul>
To the Point	<ul style="list-style-type: none"><li>• Open, Body and Close</li><li>• Edit and Soften</li></ul>
Attachments	<ul style="list-style-type: none"><li>• How to mark and order</li><li>• Confidentiality</li></ul>
Editing and Proofreading	<ul style="list-style-type: none"><li>• Tips when editing a final draft</li></ul>
Getting the Right Tone to your Correspondence	<ul style="list-style-type: none"><li>• Your correspondence must be pitched correctly</li><li>• Different approaches to use</li></ul>
Writing in Plain English	<ul style="list-style-type: none"><li>• How to write in a correct, clear and accessible manner</li></ul>
Common Errors	<ul style="list-style-type: none"><li>• What these are and how to avoid them</li></ul>
Getting Organised	<ul style="list-style-type: none"><li>• Using Folders and Reminders</li></ul>

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