



Power Session: 10 Steps to Professional E-mails

Course Outline



Your business outcomes are our priority. Proving impact in real time.

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

Topic	What You Will Learn
E-mails Then and Now	• A brief introduction to the history of emails and the changing expectations of the reader
Formatting	• Universally accepted methods of formatting • Signatures
To the Point	• Open, Body and Close • Edit and Soften
Attachments	• How to mark and order • Confidentiality
Editing and Proofreading	• Tips when editing a final draft
Getting the Right Tone to your Correspondence	• Your correspondence must be pitched correctly • Different approaches to use
Writing in Plain English	• How to write in a correct, clear and accessible manner
Common Errors	• What these are and how to avoid them
Getting Organised	• Using Folders and Reminders

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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