WRITING EFFECTIVE EMAILS

1 DAY

COURSE OVERVIEW

Email communication is at the forefront of effective business relationships. Anything you write in an email can be retained for future reference, forwarded to others or used as a record of communication.

This course will provide you with the skills and knowledge to use email appropriately as a communication tool at work.

LEARNING OUTCOMES

- Improve your ability to communicate via email and ensure your message is understood

- Write with your audience's expectations in mind

- Use words and phrases that will improve the comprehension of your message and ensure professionalism

- Apply techniques to turn negative language into positive language and remove emotion from your writing

- Adopt techniques to proof your document for spelling, punctuation and appropriate tone

CORE COMPETENCIES

- **Business Acumen**
- **Interpersonal Savvy**
- **Written Communications**

TOPICS COVERED IN THIS COURSE

Why email?
Determine when and why to choose email as your method of communication.

Schedule email handling
Techniques to ensure email use does not drain your time and energy.

What does an effective business email look like?
How to structure your emails and deliver your message.

Who are you writing to?
Consider your audience and the outcome you hope to achieve.

Quick and clear message format
Learn a simple framework to help you structure your content clearly and concisely.

Words and language for business emails
The way you write gives the reader an indication of your professionalism and attitude.

Developing the message
Your email needs to engage the reader's interest quickly. It must be concise, but still contain enough content so that it is not ambiguous or misleading.

Be aware of tone
Understand how certain factors can cause an unhelpful or offensive tone in written communication.

Punctuation essentials
Review the basics and avoid common errors.

Spelling and proofreading
Avoid errors that could cause people to form a bad impression of your organisation.

Practical, relevant training developed for the Australian workplace.

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