

E-mail Writing

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Duration - Breakup	Total Duration
1	Welcome	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives.		Instructor-led PowerPoint including open-ended questions for eliciting objectives	30 min.	30 min.
2	Pre-training Assessment	To assess where participants stand with regard to e-mail etiquette through as assessment.		Assessment Evaluation Feedback	45 min. (assessment) + 10 min. per participant (evaluation) + 5 min. per participant (feedback)	45 min. (for the assessment) The duration for assessment, evaluation, and feedback depends on the total number of participants in the program.
3	Importance of E-mail Etiquette	To enable participants understand some of the advantages as well as disadvantages of using e-mail as a communication tool, and also the different perceptions that could be communicated on e-mail based on how e-mails are written.	E-mail Writing: Perceptions	The Story Game ILT	20 min. (game) + 10 min. (instruction)	30 min.
4	Greetings, Openings, Closings, and Contact Information	To enable participants use proper structure, greetings, and signatures on e-mail.	Using the Right Greeting Using the Right Name and Title Using Punctuation Addressing Groups Using Signatures	Brainstorming Sessions Exercises with Sample E-mails ILT	15 min. (brainstorming) + 15 min. (exercises) + 15 min. (instruction)	45 min.
5	Spacing	To enable participants organize the information in their e-mail better to enhance ease of readability and comprehension.	Structuring the E-mail Using Paragraphs & Lists	Exercises with Sample E-mails ILT	15 min. (exercises) + 15 min. (instruction)	30 min.
6	Subject-lines and Replies	To enable participants use proper subjects on e-mail. To expose participants to various tips for them to discern who the recipients of their e-mail responses should be.	Writing an Effective Subject Line Content-specific Subject Lines Creative Subject Lines Replying by Maintaining the Thread Using "Reply To" and "Reply All"	Video Clips Writing Exercises ILT	10 min. (video clips) + 10 min. (writing exercises) + 15 min. (instruction)	35 min.

7	Enclosures	To expose participants to some of the advantages and disadvantages of using attachments, and help them exercise care while working with attachments / pasting additional information in their e-mail messages.	Using Attachments & Pasting Information	Video Clip ILT	15 min. (video clips) + 10 min. (ILT)	25 min.
8	Using the "To" and "Cc" Columns	To expose participants to various tips for them to discern who the recipients of their e-mail messages should be.	When To Cc Sending Group E-mails Using "Bcc" Forwarding	Exercises with Sample E-mails ILT	15 min. (exercises) + 15 min. (instruction)	30 min.
9	Screen Appearance	To enable participants enhance the "look and feel" of all their e-mail messages.	Symbols & Borders Graphics Fonts	Exercises with Sample E-mails ILT	15 min. (exercises) + 15 min. (instruction)	30 min.
10	Flaming	To expose participants to tips and techniques to avoid exchanging confrontational messages on e-mail and also manage their emotions better while responding to a flame.	Common Errors Ways To Handle Flaming Tips To Avoid Flaming	Video Clips Written Exercises ILT	10 min. (video clip) + 35 min. (written exercises) + 15 min. (instruction)	60 min.
11	Post-training Assessment	Assess where participants stand with regard to e-mail etiquette through as assessment		Assessment Evaluation Feedback	45 min. (assessment) + 10 min. per participant (evaluation) + 5 min. per participant (feedback)	45 min. (for the assessment) The duration for assessment, evaluation, and feedback depends on the total number of participants in the program.