

MMM Training Solutions
E-mail Etiquette Training



Contact Details

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Overview:

This training program aims at aiding individuals to write effective emails.

Benefits:

After this training, you will be able to:

- Improve the effectiveness of your communication
- Increase productivity
- Gain Confidence

Training Topics:

- E-Mail Etiquette
 - General etiquette
 - Sending effective messages
 - Form and tone of the messages
 - Responding to messages
 - Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

- Effective Writing
 - Developing good reading strategies
 - Creating powerful presentations:
 - Getting to the point
 - ◇ Being concise



- ◇ Paragraphing
- ◇ Use of lists
- ◇ Framing effective questions
- Tone
 - ◇ Choosing the right tone
 - ◇ Conversational tone
- Punctuation, grammar and spelling
- Organizing your thoughts
- Structuring paragraphs and sentences
- Writing to keep the reader engaged
- Softening a negative message

The Participant Receives:

- Professionally Prepared Materials
- Individual Feedback
- Evaluation of their Email writing skills

Training Hours:

The duration of the training program will be 8 hours

Training Methodology:

- PowerPoint Presentation
- Activities to enhance their writing skills



Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector & computer with CD and DVD drive
 - Folders/files for trainees to store their information/feedback
 - Audio speakers
 - Pens and notepads for trainees