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
  o General etiquette
  o Sending effective messages
  o Form and tone of the messages
  o Responding to messages
  o Organizing the different parts of an email:

<table>
<thead>
<tr>
<th>Greeting</th>
<th>Enclosures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing</td>
<td>CC &amp; BCC</td>
</tr>
<tr>
<td>Subject Line</td>
<td>Screen Appearance</td>
</tr>
<tr>
<td>Spacing</td>
<td>Font</td>
</tr>
<tr>
<td>Replying</td>
<td>Flaming</td>
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</tbody>
</table>

• Effective Writing
  o Writing effective emails:
    ▪ Getting to the point
      o Being concise
      o Paragraphing
      o Use of lists
      o Framing effective questions
E-mail Writing Training

- Tone
  - Choosing the right tone
  - Conversational tone
- Punctuation and grammar
- Organizing your thoughts
- Structuring paragraphs and sentences
- Writing to keep the reader engaged
- Writing to a known audience
- Writing to an unknown audience
- 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
  - Audio speakers