

E-MAIL ETIQUETTE

Available Dates: **Request Dates**

Class Length: **1 day**

Cost: **\$299**

[Email Computer Visions about this class](#)

Class Outline:

Description:

This course teaches students how to use e-mail effectively. Students will learn how to write effective messages and e-policies, use e-mail accessories and passwords, and prevent your password from being stolen. Course activities also cover using the subject line, considering your recipient, managing e-mail volume, following netiquette guidelines, attaching files, preparing for recipient reactions, and using emoticons effectively. Students also learn about the differences between writing online and traditional paper-based writing, achieving e-mail message objectives, using correct punctuation, constructing effective sentences and paragraphs, editing your e-mail messages, and using active voice in writing.

Table Of Contents:

Unit 1: E-mail basics

Topic A: E-mail characteristics

Topic B: E-mail programs

Topic C: When to use e-mail

Topic D: Writing an e-mail message

Unit 2: E-mail policies

Topic A: Company policies

Topic B: Copyright laws, viruses, and liability

Unit 3: E-mail features and security

Topic A: Features of an e-mail program

Topic B: Securing e-mail

Unit 4: E-mail messages

Topic A: Message headers

Topic B: E-mail message body

Unit 5: E-mail effectiveness

Topic A: E-mail recipients

Topic B: Message management

Unit 6: Netiquette guidelines

Topic A: Netiquette style

Topic B: Emoticons and abbreviations

Unit 7: Composing online correspondence

Topic A: Online communication

Topic B: Language and punctuation

Topic C: Efficient writing habits