

EFFECTIVE EMAIL COMMUNICATIONS

Introduction

Emails now play a crucial role in business communications and it is essential that business standards are maintained in this area. This highly effective, short training intervention is intended for all staff who require quick hints and tips on how to communicate effectively using email. The programme teaches delegates the do's and don'ts of email correspondence and will offer practice during the session.

Who will benefit: All who use email as a form of communication with internal and external clients

Duration: Half-day interactive classroom session

No. of delegates: Up to 12 delegates

Optional value-add services

- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

Programme content

- Writing skills – formal vs. informal language, font, legal compliance
- Subject heading – avoiding spam and increasing open rates
- Managing your emails
- Managing expectations – using out of office replies and acknowledging urgent emails
- Reading your emails – thoroughly!
- Internal emails
- Practical skills and practice sessions

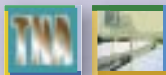
Benefits

Delegates will be able to:

- communicate more effectively using email
- structure emails for clear and concise messages
- ensure emails get the correct response
- manage emails for timeliness of responses

"Knowing how to respond to queries or complaints will reduce the number of email exchanges and help towards getting things done a lot quicker! Great!"

Finance Manager, Thomson Financial



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