

# Business E-mail Etiquette

**Duration:** 1 day

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.

## Course Content

### E-mail Basics

- E-mail characteristics
- E-mail programs
- When to use e-mail
- Writing an e-mail message

### E-mail Policies

- Company policies
- Copyright laws, viruses, and liability

### E-mail Features and Security

- Features of an e-mail program
- Securing e-mail

### E-mail Messages

- Message headers
- E-mail message body

### E-mail Effectiveness

- E-mail recipients
- Message management

### Netiquette Guidelines

- Netiquette style
- Emoticons and abbreviations

### Composing Online Correspondence

- Online communication
- Language and punctuation
- Efficient writing habits