

E-MAIL ETIQUETTE

DAYS OF TRAINING: 1

PREREQUISITES: None

E-MAIL BASICS

E-mail characteristics
Writing online and versus on paper
Understanding
the advantages and disadvantages of e-mail
Understanding the cultural significance of e-mail
E-mail programs
Using an e-mail program to send e-mail
When to use e-mail
Communicating by e-mail
Understanding when to avoid using e-mail
Writing an e-mail message
Using the MAIL acronym

E-MAIL POLICIES

Company policies
Avoiding improper e-mail messages
Ensuring employee compliance to e-mail policies
Copyright laws, viruses, and liability
Avoiding copyright infringement
Avoiding viruses
Identifying e-mail liability

E-MAIL FEATURES AND SECURITY

Features of an e-mail program
Using attachments
Using priority labels and signature files
Discussing e-mail program options
Securing e-mail
Using encryption and digital signatures
Using passwords

E-MAIL MESSAGES

Message headers
Using headers
E-mail message body
Including proper greeting
Structuring an e-mail message
Closing an e-mail message

E-MAIL EFFECTIVENESS

E-mail recipients
Considering the factors that determine e-mail writing
Setting the tone of an e-mail message
Anticipating recipient reaction
Message management
Managing your e-mail effectively

A-CERTIF LTD™ 2008

Fleming House, 5 Fleming Road, Kirkton Campus, Livingston, Scotland, UK. Tel +44(0)845-351-0071 Fax: 01506-407-088 Website: www.a-certif.uk.com Email: contact@a-certif.uk.com

NETIQUETTE GUIDELINES

Netiquette style

Using proper tone

Following formatting guidelines

Emoticons and abbreviations

Using emoticons and electronic abbreviations

COMPOSING ONLINE CORRESPONDENCE

Online communication

Achieving the objective of the message

Language and punctuation

Improving online writing style

Using punctuation correctly

Efficient writing habits

Constructing sentences

Constructing paragraphs

Editing e-mail messages