

E-mail Etiquette

1 day

Description

This ILT Series 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 a password from being stolen. Course activities also cover using the subject line, considering the 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.

Prerequisites

- *None*

Course Outline

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