

Email Etiquette Training

It is important that companies should have established rules for **business email etiquette**. In today's business world majority of communication is handled via email which is sent to different parts of the world. Hence **Email Etiquette Training** should be an important part of organizational learning.

Many companies send email replies late or not at all, or send replies that do not actually answer the questions asked. If your company is able to deal professionally with email, it will contribute greatly to giving you the competitive edge. Moreover by educating employees as to what can and cannot be said in an email, you can protect your company from irate customers and awkward liability issues.

A recent study concluded that the average office worker on a daily basis sends and receives: 30 email messages; 50 phone messages; 25 pieces of old-fashioned regular mail; 10 faxes; and eight pager messages. Many of these forms of communication were not even available a few years ago. Technology is progressing so fast that it takes all we can do to keep up with the latest gadgets.

'By requiring employees to use appropriate, businesslike language in all electronic communications, employers can limit their liability risks and improve the overall effectiveness of the organization.

Below are listed some of the important components of the **Email Etiquette Training**:

- **Email Etiquette**
 - General etiquette
 - Sending effective messages
 - Form and tone of the messages
 - Responding to messages
 - Organizing messages
 - Replying to and forwarding messages
- **Effective Writing**
 - Writing simple and short messages
 - Using bullets and lists
 - Using expressions that create impression

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