



E-Mail Etiquette

Course ID#: 2000-125-ZZ-W

Hrs: 6

Course Content

Course Description:

In this course, you will cover 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, using emoticons effectively and composing online correspondence.

Prerequisites:

Windows Level 1 or equivalent knowledge

Topics:

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
- Effective Writing Habits