



SEARCH 4 EXCELLENCE

# EMAIL ETIQUETTE

# Key Takeaways

- Write clear and concise emails
- Use positive language and appropriate tone to write emails effectively
- Improve clarity in communication
- Reduce chain mails and escalations

## Target Audience

**ENTRY LEVEL TO MID-LEVEL MANAGEMENT**



**8 HOURS**

## Training Duration

## Elements of an effective Email

- The 5Ws and 6Cs checklists of effective email writing

Understand the various elements of an email

## Structure of an email

- Inverted Pyramid
- Tone of writing
- Keeping emails positive
- Attention to details

Read between the lines while drafting and reading an email

## Writing effective emails

- Writing challenging emails
- 6 pillars of constructive communication

Write a variety of emails, easy to difficult, efficiently

KEY CONCEPTS COVERED

EXPECTED OUTCOME



# THANK YOU

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