

Email Etiquette Course Schedule

EMAIL ETIQUETTE WORKSHOP

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
- Efficient writing habits

ABOUT THIS COURSE:

Course Duration: 3 ½ Hours

Cost per Person: R500-00

Venues: Our training room or yours

08H30 – 12H00 OR

12H30 – 16H00



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Accreditation no: ACC/2012/05/198

Media, Information and Communication Technologies
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society

