

Training Charter

Duration : 8 hours

Training Methodology

- Interactive Videos
- Games
- Discussions
- Mind Maps

Training Goals :

- Individuals become effective at their ability to communicate in all aspects and this will reflect positively for your business.
- More professionalism in communication, helping maintain the brand values of the organization.
- Greater credibility and respect for the individual and the organization.

1. Introduction

- Purpose and Importance of Email Etiquette
- Significance of Dressing in Professional Communication
- The Role of Effective Communication with Internal Teams and External Clients

2. Email Etiquette

2.1. Writing Professional Emails

- Formatting Guidelines
- Choosing the Right Subject Line
- Salutations and Closings

2.2. Clarity and Conciseness

- Avoiding Jargon and Acronyms
- Use of Clear Language
- Proofreading and Editing

2.3. Tone and Politeness

- Maintaining a Positive Tone
- Avoiding Negative Language
- Handling Disagreements Diplomatically

2.4. Responding to Emails

- Timely Responses
- Acknowledging Receipt
- Effective FollowUp

3. Writing Clear and Concise Messages

- The pyramid principle: starting with the main point
- Avoiding jargon and technical language
- Eliminating wordiness and redundancies
- Using active voice for clarity

4. Structure and Organization

- Planning your document: outlining the content
- Introduction, body, and conclusion
- Paragraph and sentence structure
- Transition words and coherence

5. Editing and Proofreading

- Importance of proofreading
- Common grammar and punctuation errors
- Tips for effective self-editing
- Using editing tools