Table of Contents- Email Etiquette

Time Duration- 2 hours

5. **Reading and Understanding Emails**

- 5.1 Key Elements to Look For
    - 5.1.1 Subject Line
    - 5.1.2 Sender and Recipient Information
    - 5.1.3 Main Message and Call to Action
- 5.2 Analyzing Tone and Intent
    - 5.2.1 Identifying Formal and Informal Language
    - 5.2.2 Reading Between the Lines
- 5.3 Responding Appropriately
    - 5.3.1 Acknowledging Receipt
    - 5.3.2 Addressing Questions and Requests

6. **Interactive Session**

- 6.1 Group Activity: Reviewing and Critiquing Sample Emails
- 6.2 Q&A and Open Discussion

7. **Conclusion**

- 7.1 Recap of Key Points
- 7.2 Additional Resources and Next Steps
- 7.3 Feedback and Closing Remarks

Detailed Agenda

0:00 - 0:10 Introduction

- Welcome and objectives
- Importance of effective email communication

0:10 - 0:30 Email Writing Fundamentals

- Structure of a professional email
- Language and tone

0:30 - 0:50 Email Etiquette

- Best practices for email etiquette
- Common mistakes to avoid

0:50 - 1:10 Using ChatGPT for Email Writing

- Introduction to ChatGPT
- How to draft emails with ChatGPT
- Practice exercise

1:10 - 1:30 Reading and Understanding Emails

- Key elements to look for
- Analyzing tone and intent
- Responding appropriately

1:30 - 1:50 Interactive Session

- Group activity: Reviewing and critiquing sample emails
- Q&A and open discussion

1:50 - 2:00 Conclusion

- Recap of key points
- Additional resources and next steps
- Feedback and closing remarks

Expected Outcomes :

Training on email etiquette can significantly enhance communication within an organization. Here are four major outcomes that should be expected:

1. Improved Professionalism and Clarity in Communication:
   o Professional Tone: Employees will learn to use a professional tone appropriate for different audiences, enhancing the organization's image.
   o Clarity and Conciseness: Trainees will understand how to be clear and concise, ensuring that their emails are easy to read and understand, which can improve efficiency and reduce misunderstandings.
2. Enhanced Organizational Efficiency:
   o Effective Subject Lines: Employees will learn to craft informative subject lines, allowing recipients to quickly understand the purpose of the email and prioritize their responses.
   o Structured Content: Training will teach how to structure emails logically with clear purposes, making it easier for recipients to follow up appropriately.
3. Reduced Risk of Miscommunication and Conflict:
   o Appropriate Use of Language: Training will emphasize the importance of careful word choice to avoid ambiguity and misinterpretation.
   o Understanding Tone: Participants will learn how written words can be perceived differently and how to avoid unintended negative tones that could lead to conflict.
4. Enhanced Email Management Skills:
   o Response Time: Employees will be trained on appropriate response times, helping to set and manage expectations for email communications.

- o Email Organization: Techniques for organizing and managing emails effectively, such as using folders and prioritizing emails, will be taught, leading to better personal productivity and time management.

By focusing on these outcomes, an organization can expect to see a marked improvement in how email communication is conducted, leading to a more professional, efficient, and harmonious workplace.

Evaluation:

To measure training effectiveness, we utilize participant feedback surveys and conduct assessments. Feedback surveys gauge participants' reactions and satisfaction, while assessments evaluate the knowledge and skills gained from the training. These methods help us ensure that the training is engaging and effective in enhancing participants' capabilities.

 The evaluation will be mostly Qualitative for behavioural training . We can plan for a Qualitative Analysis of responses on request