

**Table of Contents**  
**Email Communication with AI**

**Duration: 1 day**

---

**Course Objectives:**

By the end of this workshop, participants will be able to:

- Apply advanced email etiquette for clear, professional, and purpose-driven communication.
  - Strategically craft subject lines, structures, and tones for various email scenarios.
  - Handle sensitive, difficult, or high-stakes email communications confidently.
  - Use Reply, Reply All, CC, and BCC effectively and appropriately.
  - Identify phishing emails and apply safety best practices.
  - Leverage AI tools and Outlook features to improve productivity and email management.
- 

**Course Outline:**

**Session 1: Introduction to Strategic Email Communication**

**Objective:** Understand the role of email as a professional communication tool and the evolution of AI in email writing.

- The modern role of email in the workplace
  - Common email pitfalls and missed opportunities
  - Introduction to AI in email: Assistance, not replacement
  - Icebreaker: Decode this poorly written email (group exercise)
- 

**Session 2: Advanced Email Etiquette**

**Objective:** Master nuanced etiquette rules for professional email communication.

- Strategic subject lines: Gaining attention and clarity
- Clear structures: Openings, body, and closings that drive action
- Tone matters: Matching tone to audience and context
- Signature do's and don'ts
- Professional use of emojis and formatting
- Best practices for:
  - Reply vs. Reply All
  - CC and BCC

- Forwarding emails responsibly
  - Activity: Rewriting real-life poorly written emails (pair activity)
- 

### Session 3: Handling Difficult and Sensitive Emails

**Objective:** Learn how to navigate tricky email situations with tact and professionalism.

- Apologizing via email: Sincerity without overdoing
  - Declining requests diplomatically
  - Escalating issues professionally
  - Addressing miscommunication or conflict
  - When *not* to use email
  - Scenario simulation: Crafting replies to difficult email situations (group activity + peer feedback)
- 

### Session 4: Recognizing and Managing Phishing & Suspicious Emails

**Objective:** Build awareness and response strategies for email security.

- Common types of phishing and scams
  - Red flags in suspicious emails
  - Safe handling and reporting of threats
  - Microsoft Outlook's security indicators
  - Hands-on: Identify phishing in sample email screenshots
- 

### Session 5: Email Productivity with Outlook & AI Tools

**Objective:** Boost inbox productivity using smart Outlook features and AI integration.

- Using **Rules**, **Sorting**, and **Focused Inbox**
- Quick Parts, Templates, and Scheduling Emails
- Using Categories and Flags for prioritization
- Keyboard Shortcuts for efficiency
- Delay delivery, read receipts, and follow-ups
- Using **Copilot in Outlook** (if available) or similar AI assistants:
  - Drafting better emails faster
  - Summarizing email threads

- Auto-correcting tone and grammar
  - Demo + Mini Challenges: “Speed Clean Your Inbox” activity
- 

### **Session 6: Capstone Simulation – “The Email Lab”**

**Objective:** Apply learnings through a set of real-world email scenarios.

Participants will rotate through 3–4 email scenarios and must:

- Choose appropriate structure, tone, and format
- Use Outlook features where relevant
- Incorporate AI where available
- Peer review for feedback

**Sample Scenarios:**

- Responding to a client complaint
  - Escalating an internal issue
  - Following up on a delayed task
  - Writing a status update for leadership
- 

### **Closing & Wrap-Up**

- Key takeaways
- Self-assessment quiz
- Q&A