

Business Communication: Email Etiquette & Writing (Open Source)

Learn to write clear, professional emails and apply effective communication techniques for real-world workplace scenarios.

24 Hours

DURATION

2

MODULES

21

TOPICS

COURSE OVERVIEW

This course covers the fundamentals of effective communication, including active listening, non-verbal cues, and structuring emails with clear subject lines and appropriate tone. It then addresses tailoring messages to different audiences and responding to correspondence promptly and professionally. Building on these basics, it explores advanced strategies such as persuasive writing, handling sensitive topics, resolving conflict in writing, and giving constructive feedback. Practical exercises, case studies, and role-playing scenarios reinforce these skills through peer feedback and review.

WHO THIS COURSE IS FOR

Business Professionals

Team Leaders

Customer Service Staff

Administrative Staff

Managers

LEARNING OBJECTIVES

- Explain the components and barriers of effective communication
- Apply active listening and non-verbal communication techniques
- Structure emails with clear subject lines and appropriate tone
- Tailor written communication to different audiences
- Apply persuasive writing techniques to sensitive topics
- Resolve conflict through written communication
- Assess written communication using case studies and feedback
- Practise skills through role-playing and peer feedback sessions

2 Modules, 21 Topics

01

Fundamentals of Effective Communication & Written Communication & Email Etiquette

TOPICS

- Understanding the Importance of Communication Skills
- Components of Effective Communication
- Barriers to Effective Communication and How to Overcome Them
- Active Listening Skills
- **Non-verbal Communication:** Body Language and Tone
- Structuring Emails and Written Correspondence
- Tailoring Communication to Different Audiences
- **Email as a Communication Tool:** Advantages and Limitations
- **Subject Lines:** Writing Compelling and Informative Subjects
- Managing Tone and Diplomacy in Email Communication
- Responding to Emails Promptly and Professionally

02

Advanced Communication Strategies & Practical Exercises and Case Studies

TOPICS

- Persuasive Writing Techniques
- Dealing with Difficult or Sensitive Topics in Writing
- Conflict Resolution Through Written Communication
- Giving and Receiving Constructive Feedback
- Building Rapport and Trust Through Written Communication
- Using Feedback to Continuously Improve Written Communication Skills
- Writing Exercises to Hone Skills in Clarity, Conciseness, and Tone
- Case Studies on Effective and Ineffective Written Communication
- Role-playing Scenarios for Real-world Applications
- Peer Feedback Sessions to Enhance Learning

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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