

### **SOFT SKILLS COURSE**

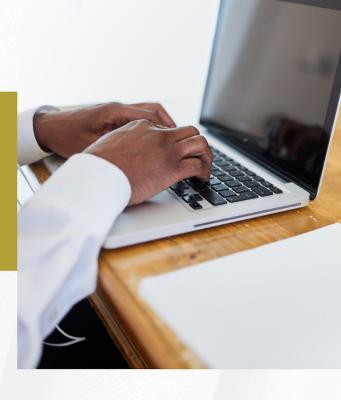
# EMAIL ETIQUETTE

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# **About the Programme**

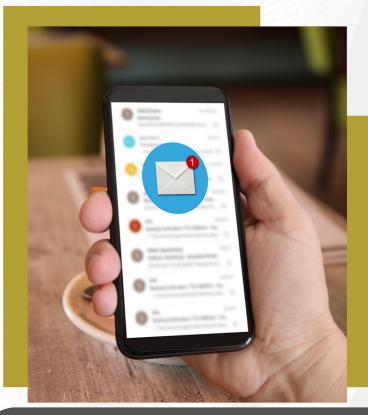
Communicating effectively and efficiently through email is an integral part of our daily business lives.

As email has become the most common method of communication in most business settings it is important to understand certain etiquette guidelines to maintain clear and respectful communication.



#### **Course Topics Basic**

- Importance of professional communication
- Writing effective subject lines
- · Professional tone and language
- Structuring emails to be clear and concise
- Professional use of email signatures
- Handling difficult and sensitive emails
- Netiquette and email privacy



## **Course Overview**

Programme: Email Etiquette

**Audience:** All **Duration:** 1 Day

**Delivery Methods:** VILT / Classroom (face-to-face)

**Pre-requisites:** Basic English **Accreditation:** On Request

**Certificate:** IDM Certificate of Completion **Programme Type:** Public / In-company

Minimum Participants: Five (5) Investment: R3500.00 excl. VAT

Contact Us

35 Fricker Road, Illovo Sandton, Johannesburg, 2196







