

# BUSINESS WRITING & EMAIL ETIQUETTE

Whether we want to or not, most of us must write. We write to explain things, to smooth relationships, to convince others of the value of some course of action. Such writing must be clear concise, complete, and correct. It must also convey our message in a courteous tone. It has been said that we spend 40% or more of our working day reading, writing and sending emails. While email is easy and fast, when misused it results in lost productivity, miscommunication and frustration. This workshop gives participants the tips, tools, and techniques to manage the volume of emails they receive each day. Participants will learn the etiquette of sending courteous and respectful emails. As well, you learn to quickly draft emails that are clear and readable.

## IN THIS COURSE, YOU WILL:

- Learn to assess the audience and their needs
- Understand and practice the skills needed to produce professional writing including planning, drafting, revising, and editing
- E-mail etiquette
- Grammar and Proofreading
- Crafting your business documents

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