



Email Etiquette

Course Objectives

After completing this course, students will know how to:

- Communicate online, use language and punctuation, and develop efficient writing habits.
- Describe the various aspects of e-mail, use e-mail programs, decide when to write e-mail and when to avoid writing e-mail, and improve your e-mail writing skills.
- Follow company policies regarding e-mail, follow copyright laws, avoid viruses, and discuss e-mail liability.
- Use the various features of e-mail programs and secure their e-mail by using encryption, digital signatures, and passwords.
- Use proper netiquette styles and use emoticons and electronic abbreviations.

Course Content

Unit 1: E-mail basics

Topic A: E-mail characteristics

Topic B: E-mail programs

Topic C: When to use e-mail

Topic D: Writing an e-mail message

Unit 2: E-mail policies

Topic A: Company policies

Topic B: Copyright laws, viruses, and liability

Unit 3: E-mail features and security

Topic A: Features of an e-mail program

Topic B: Securing e-mail

Unit 4: E-mail messages

Topic A: Message headers

Topic B: E-mail message body

Unit 5: E-mail effectiveness

Topic A: E-mail recipients

Topic B: Message management

Unit 6: Netiquette guidelines

Topic A: Netiquette style

Topic B: Emoticons and abbreviations

Unit 7: Composing online correspondence

Topic A: Online communication

Topic B: Language and punctuation

Topic C: Efficient writing habits