

HOW TO WRITE SUCCESSFUL EMAILS AT WORK

Improve your business communication and productivity by writing emails that are quick and easy to understand.

On average 30% of our time is spent reading and writing email so why aren't we better at it?

Whether an email is long or short, a successful email is quick and easy to understand and the reader is clear about what is expected of them.

Knowing how to write successful emails is a communication skill that everyone can develop to improve productivity.

Who is this for?

Anyone who regularly sends emails with any of the following intentions:

- Assign or manage tasks
- Share or gather information
- Coordinate schedules or activities
- Collaborate on projects or documents
- Discuss issues
- Answer questions.



What does it deliver?

- Self-paced digital learning over 2 hours
- Increased confidence to craft clear and concise messages
- Improved communication between internal and external partners
- Better productivity as a result of improved email skills
- Less organisational confusion as a result of improved clarity
- Interactive exercises to test understanding and ability
- Writing tips and tricks to improve written communication.

Introduction

- What you can expect
- Attitudes & mindset
- Short / Long-term rewards

Module 1

- Pre-course checklist and self-assessment.

Module 2

- Managing the eMail Dependency Culture.

Module 3

- Recognising and adapting to different categories of eMail.

Module 4

- How we respond to and read eMails.

Module 5

- The importance of eMail layout.

Module 6

- Ways of Writing with Clarity & Concision.

Module 7

- Using tone of voice to enhance communication.

Module 8

- Better eMail Management to improve productivity.

Module 9

- Course Review & Commitment.

Module 10

- Certificate of Completion.

Mentoring

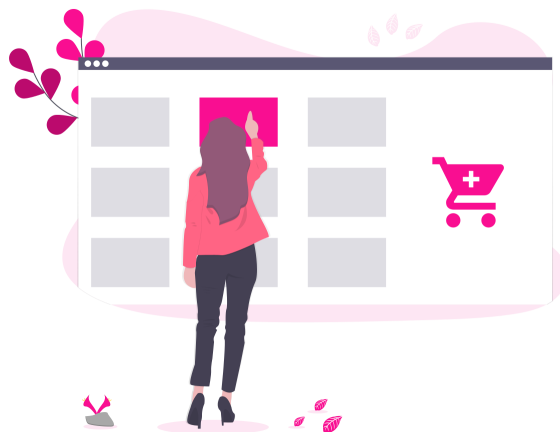
- Optional mentoring and coaching
- Virtual sessions – individual or group.

HOW TO REGISTER

This is an online course for individual users.

Each license purchase covers one single, named user for 12 months and allows them to evaluate their skills and track progress.

The course can be followed directly on an external platform, or integrated as part of a company Learning Management System (LMS).



EU Institutions

How to order this course if you are an EU institution or EU agency

We work in partnership with ABILWAYS/IFE, the service provider for all training in communication for the EU institutions.

This is under framework contract **HR/R1/PO/2019/024**

Framework contracts for learning and development services for staff of the institutions, bodies and agencies of the European Union.

If you work for an EU institution, contact your HR/Learning Unit and ask to purchase individual licenses for this course.

Once registered they will send you email confirmation and the log-in URL.

Private Organisations

How to order this course if you are a private organisation

We work with “TEACHABLE” so that you may purchase single or multiple licenses for this course.

As we publish SCORM compliant content – our courses can integrate into your own LMS. Please contact us to enable this option.

Individuals

How to order this course if you are a single user

Please visit: www.teachable.com/course - to purchase the course. The platform will provide you with an invoice for tax purposes if needed.

Price & Privacy

- Price per license: 115 €
- All user data conforms to [General Data Protection Regulation \(GDPR\)](#) as of May 2018.
- Data is held on an EU LMS or one of our partners

CONTACT

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JOE PÉLISSIER (Instructor) provides advice, mentoring and training for those looking to develop their skills in sales, branding and marketing.

He has worked in media and business communication for over 25 years and advising the EC since 2007.

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