



Griffin Training

Solutions for a Modern Workforce

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E-Mail Etiquette

In the modern business environment a company's means of communicating is constantly changing. Organisations need to ensure that they communicate effectively using all forms of communication open to them. The key to good communication is found in understanding how one communicates and how others interpret this. E-mail is becoming one of the most widely used tools of communication. The impact of electronic mail communication is both positive and negative and therefore, in order to gain the greatest value from electronic mail communication, one needs to understand the positive and negative impact e-mail has.

The aim of this course is to assist participants to understand the positive and negative impact of communicating through e-mail and to promote the positive impact while minimising the negative effects of electronic communication. Participants will learn when to use formal, informal or casual language in e-mail as well as understand the complexity of this passive form of communication.

Objectives:

- To understand the positive impact of electronic mail
- To understand and minimise the negative impact of electronic mail
- To develop an awareness of the complexities of passive communication
- To be aware of grammatical misinterpretations
- To know when to use formal, informal or casual language

Content:

- The Basics of Good Communication
- E-mail as a Modern Form of Communication
- Advantages to Electronic Mail
- Disadvantages of Using Electronic Mail
- The Four People Involved in Any Electronic Mail
- Grammar and its Interpretive Consequences
- How and When to Use Formal, Informal and Casual Language