



**Course Title:** *Effective E-Mail*

**Course Description**

This interactive workshop will explore how e-mail works—mechanically and technically.

**Learning Objectives**

- Discuss when to use e-mail and when it's better to choose a different mode of communication.
- Practice writing subject lines, core statements
- Determine how to work with the lingo in a professional environment.

**Open to:** All Employees Regularly Using E-Mail

**Prerequisites:** Power Writing (Recommended)

**Competencies Addressed:** Communicate Effectively, Customer Service

**Length of Class:** Three Hours