



How to Write and Respond to Business Emails

For people who are new to the workforce

Workshop Overview

People new to the workforce will have had limited exposure to the use of email as a business tool. Students are accustomed to using social networking tools and SMS to communicate and stay in touch; business emails require a completely different language and approach to a Facebook post or a text message.

Given that every email sent reflects not only the sender but also on the organisation, what impression are recipients forming from the emails sent by new starters in your organisation? This workshop will show attendees how to write and respond to business emails so as create a professional and positive image every time.

What you'll learn

- When and when not use email
- The anatomy of an email
- How to make your emails easy to read
- How to work with attachments
- How to present a professional image in every email you send
- Tips for using email templates to aid productivity
- Who owns your email and other email security issues
- How to be a good email citizen

What the workshop includes

- A resource workbook plus step-by-step instructions for the processes introduced in the workshop
- Subscription to Email Smart's Tip of the Week
- 12 months free email support

How the workshop is delivered

The workshop is delivered in 3 hours as an interactive presentation style workshop.

In-house workshops can be organised for groups of 6 or more people. Public workshops are scheduled on regular basis.

What does it cost?

In-house programs:

- \$207.00 + GST per person for the first 10 people
- \$50.00 + GST for additional participants up to a maximum of 20 people

Public Workshops:

- Per person pricing \$227.00 + GST
- Early bird bookings and group discounts are available

Presenter

Presenter Jani Murphy is the principal of Email Smart and an expert on email management and productive email processes.

Register

For in-house programs contact Jani on 0438 699 153 or email jani@emailsmart.com.au. To register on public program for this workshop visit www.emailsmart.com.au/write-and-respond-to-emails.