



## **SURVIVING E-MAILS: TIPS FOR E-MAIL ETIQUETTE**

When we hit the "send" button, our e-mails reflect both on us as professionals and on the organizations that we represent. With over 143 billion e-mail messages exchanged daily, writing and responding to e-mails takes up numerous hours out of the workdays of employees at all levels of the organization. Although e-mails have significantly changed the way that many of us conduct business, little attention has been paid to how effectively we use this everyday means of communications.

This seminar will examine ways to increase our effectiveness in using this electronic means of communication and will create an awareness of its advantages as well as disadvantages. The training will also focus on practical tips which can be applied in the workplace and will enable participants to convey a more professional image, communicate what is intended, take recipients' needs and perspectives into consideration, and make decisions to ensure appropriate use.

The session will incorporate topics that include:

- Selecting an appropriate means of communication.
- Being intentional in drafting e-mails.
- Composing for clarity.
- Taking the recipient's time into consideration.
- Ensuring that the content conveys the sender's intent.
- Recognizing the potential legal impact that e-mails have on the organization.
- Ensuring that each e-mail conveys a professional image.

E-mail technology has evolved and become a large part of our day-to-day lives with little, if any, associated training and guidance. This seminar has been developed to provide participants with necessary tools and tips that will have immediate application in the workplace.

For more information, contact [info@hr-mpact.com](mailto:info@hr-mpact.com)

*Providing Value-Added Human Resource Solutions*