

## **Email Etiquette**

### **Description**

Email has become part of our business culture. It is a quick way to communicate with co-workers, business associates and customers. Email is quicker than regular mail, but doesn't have the interactive capabilities like a telephone conversation. Because it is different from other types of business communications, it has its own set of rules and guidelines.

### **Objectives**

After your training program, the trainees should be able to:

- Construct a well-developed email message.
- Outline the do's and don'ts of email use.

### **Audience**

This training session is appropriate for employees who use email as a business communication tool.