



TRAINING SESSIONS

PURSUIT
PEOPLE SOLUTIONS

LUNCH & LEARN

Writing Email for Business

COURSE OBJECTIVE

For participants to have an understanding of the principles of formatting an email that is structured, logical and succinct and appeals to their customers preferred Communication Style

COURSE CONTENT

- What makes a business email effective?
- The four essentials – Set a clear objective; know your reader; structuring your message – 4 Mat; and Proof reading.
- Diplomatic and polite business language.
- Email etiquette and best practice.
- Exercises - Utilising your email threads.
- Wrap up and Evaluation sheets.

WHO SHOULD ATTEND? Anyone who would like to:

- Write emails that appeal to the different Communication Styles.
- Structure their emails so that it gets the message across in a logical readable format.
- Familiarise themselves with email etiquette.

COURSE RATIONALE

This best practice session will give participants a simple structure for writing an email that has a logical flow and clearly and concisely conveys the message. We focus on getting the tone right and using diplomatic and polite business language that has universal appeal.

CALL TODAY
08 8104 0707

website
www.pursuitpeoplesolutions.com.au

email
linda@pursuitrecruitment.com