

E-mail Etiquette/Grammar Skills

1 day

Description

This ILT Series course combines basics in e-mail etiquette and business grammar skills to teach students how to communicate effectively using e-mail.

In the first half of the course, students will learn how to write effective messages and e-policies, use e-mail accessories and passwords, and prevent a password from being stolen. Course activities also cover using the subject line, considering the recipient, managing e-mail volume, following netiquette guidelines, attaching files, preparing for recipient reactions, and using emoticons effectively. Students also learn about the differences between writing online and traditional paper-based writing, achieving e-mail message objectives, using correct punctuation, constructing effective sentences and paragraphs, editing your e-mail messages, and using active voice in writing.

In the second half of the course, students learn how to use grammar effectively within their organizations. Students will learn to write effective sentences by identifying sentence elements, correctly using phrases and clauses, and understanding sentence classifications.

Prerequisites

- *None*

Course Outline

Part 1: E-mail Etiquette

Unit 1: E-mail basics

- Topic A: E-mail characteristics
- Topic B: E-mail programs
- Topic C: When to use e-mail
- Topic D: Writing an e-mail message

Unit 2: E-mail policies

- Topic A: Company policies
- Topic B: Copyright laws, viruses, and liability

Unit 3: E-mail features and security

- Topic A: Features of an e-mail program
- Topic B: Securing e-mail

Unit 4: E-mail messages

- Topic A: Message headers
- Topic B: E-mail message body

Unit 5: E-mail effectiveness

- Topic A: E-mail recipients
- Topic B: Message management

Unit 6: Netiquette guidelines

- Topic A: Netiquette style
- Topic B: Emoticons and abbreviations

Unit 7: Composing online correspondence

- Topic A: Online communication
- Topic B: Language and punctuation
- Topic C: Efficient writing habits

Part 2: Grammar Skills

Unit 1: The importance of grammar

- Topic A: Grammar skills
- Topic B: Nouns and verbs

Unit 2: Pronouns, adjectives, and adverbs

- Topic A: Pronouns
- Topic B: Adjectives and adverbs

Unit 3: Prepositions, conjunctions, and interjections

- Topic A: Prepositions
- Topic B: Conjunctions
- Topic C: Interjections

Unit 4: Effective sentences

Topic A: Sentence formation

Topic B: Phrases and clauses

Topic C: Sentence classifications

Unit 5: Agreement rules

Topic A: Subject and verb agreement

Topic B: Parallel sentence structure

Unit 6: Improving sentence structure

Topic A: Sentence fragments

Topic B: Run-on sentences

Topic C: Active and passive voice

Topic D: Split infinitives

Unit 7: Word choice

Topic A: The importance of word choice

Topic B: Misused words

Topic C: Spelling errors

Topic D: Prefixes and suffixes

Unit 8: Punctuation and mechanics

Topic A: Punctuation to separate clauses

Topic B: Parentheses and apostrophes

Topic C: Quotation marks and numbers

Topic D: Capitalization rules

Unit 9: Synonyms, antonyms, and homonyms

Topic A: Synonyms and antonyms

Topic B: Homonyms