

A Guide to Effective Email

Presented By Dr. Robert Kline

Prerequisites: None
Schedule: Half-Day Session

Course Objective

This comprehensive, half-day session on effective Email focuses on the needs of people who must write effectively and persuasively to meet business requirements. You will learn how to handle Email with confidence, skill, and enthusiasm.

Module I—Effective Email

- Formats
- Style
- Words
- Sentences
- Paragraphs

Module II—Email Etiquette

- Etiquette Rules
- International Etiquette Rules

Module III—Eliminating Grammar Errors in Email

- Review of English Grammar
- Review of Punctuation

Module IV—Establishing a Professional Tone in Your Email

- Formal Tone
- Informal Tone

Module V—Evaluating Email

About the Speaker

Dr. Robert S. Kline earned his bachelors degree in Business Education, and Master of Science in Education from Indiana University, and a Doctor of Education from the University of Pittsburgh. He retired in 1998 as a Professor of Management, College of Business Administration, Winthrop University. As a consultant to companies and schools throughout the United States and Europe, he has conducted over 1,500 programs and workshops. He was recognized in 1974 with the "Excellence in Teaching Award" by Phi Kappa Phi national honorary society.