Email Etiquette and Management

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Welcome to the "Email Etiquette and Management" module, designed to equip you with essential skills for effective communication in a university and professional setting. Learn the art of writing professional emails, organizing your inbox, and efficiently managing email attachments.

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Importance of Email Etiquette

- Effective Communication: Proper email etiquette ensures clear, concise, and respectful communication, reducing misunderstandings and promoting efficient exchanges of information.

- Professionalism: Adhering to email etiquette norms demonstrates your professionalism and reflects positively on your image, which is crucial for both academic success and future career opportunities.

- Relationship Building: Respectful email communication helps establish and maintain positive relationships with peers, tutors, employers, and other stakeholders, contributing to a successful academic and professional journey.

Crafting Professional Emails

Elements of a Professional Email:
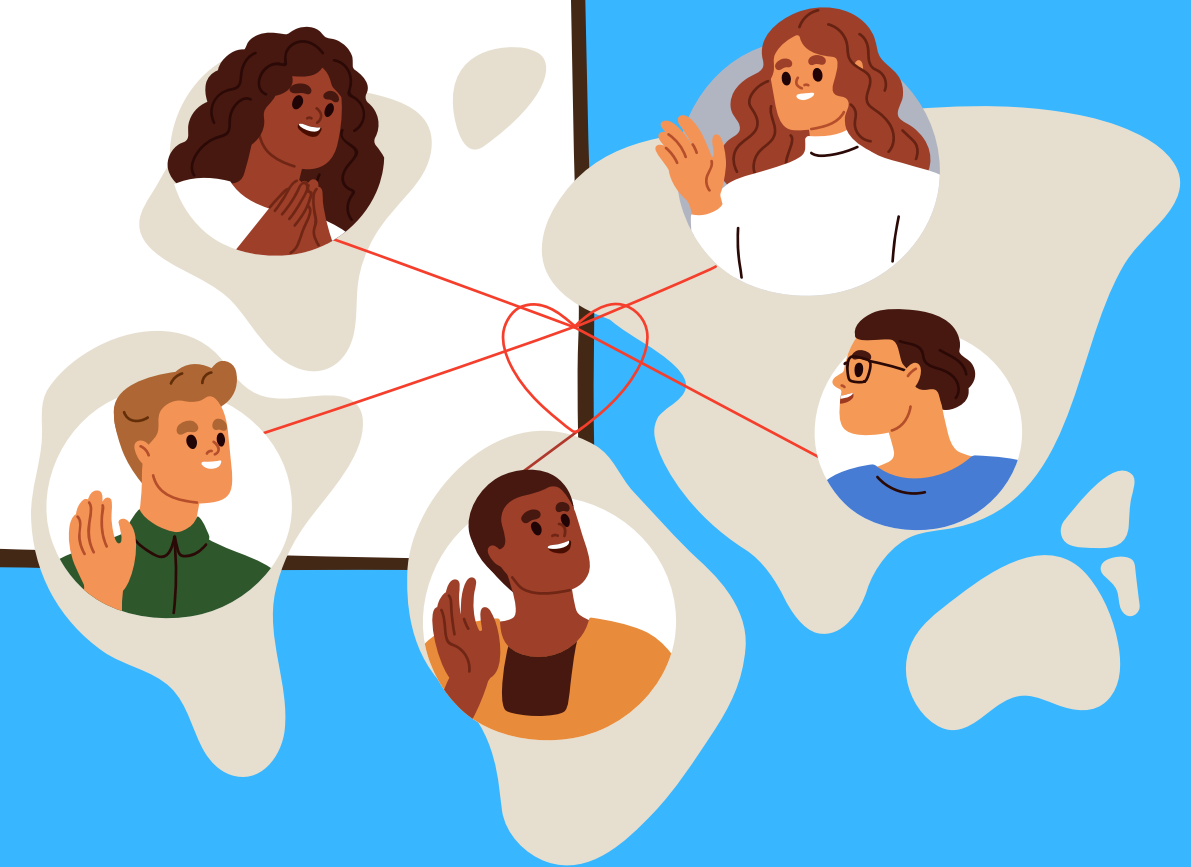
Clear Subject Line: Reflect the email's purpose concisely.

Appropriate Greeting: Address the recipient politely (e.g., "Dear Professor Smith").

Concise Message: Communicate your points clearly and succinctly.

Courteous Closing: Sign off with professionalism (e.g., "Best regards").

Tailored Communication:

Adapt tone and content based on the recipient and context.
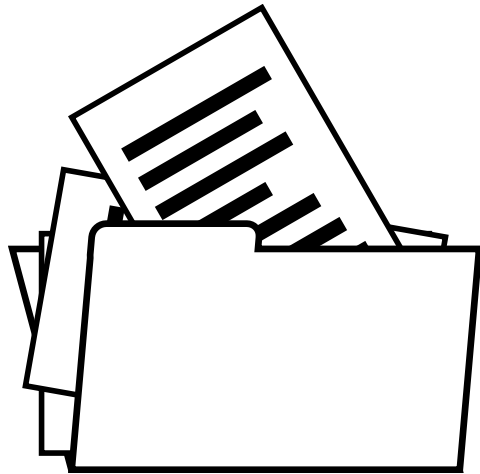
Subject Line Mastery

✓ **Grab Attention:** Create engaging subject lines to get recipients' attention.

✓ **Convey Purpose:** Clearly indicate the email's content.

✓ **Be Specific:** Use keywords relevant to the email's topic.

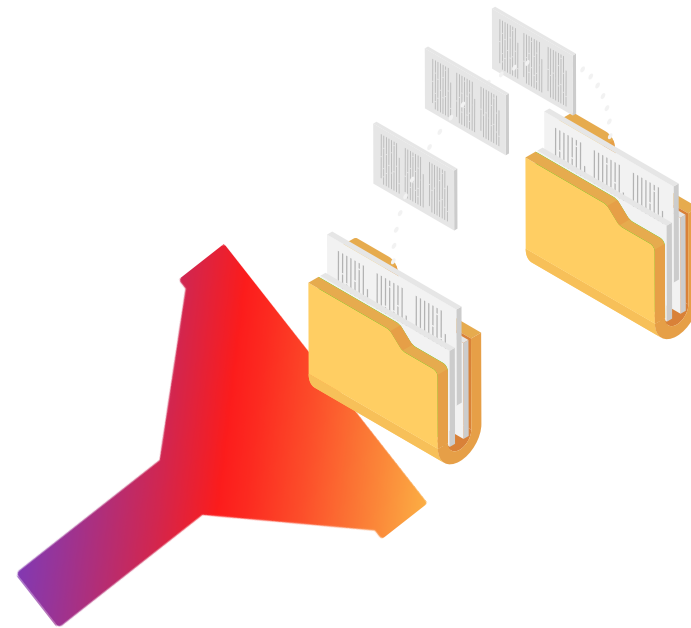✓ **Avoid Ambiguity:** Provide a clear idea of what the email contains.

Organising Your Inbox

Efficient Inbox Management:

Create Folders

Organise emails by categories (e.g., "Assignments," "University Announcements").

Labels and Filters

Use tools to sort and prioritise emails automatically.

Search Functions

Easily locate specific emails using search options.

04 Handling attachment

Best Practices for Attachments:

- File Naming Conventions: Use descriptive names with document version number / date (e.g., "Project_Report_July2023.docx").
- Compatibility: Ensure attachments can be opened by recipients' software like using pdf/doc, ppt, mp4, etc.

Alternatives for Large Files:

- Cloud Storage: Share files using platforms like OneDrive.
- Shared Links: Provide download links for larger attachments.

05 Email response etiquette

Say PLEASE!

✓ **Timely Responses**
Importance of Prompt Replies: Show respect for the sender's time

✓ **Clear and Concise Replies**
Address Queries: Respond to all questions or concerns raised in the email.
Be Polite: Use courteous language and professional tone.

✓ **Double-Check Recipients**
Confirm you're sending the email to the right person.

✓ **Proofreading**
Review for grammar, spelling, and clarity.

✓ **Privacy**
Avoid sharing sensitive information in emails.

Self-checking questions

- What are the key elements of a well-structured professional email?

- How can effective subject lines contribute to the success of your email communication?

- List two techniques for efficiently organizing your inbox and explain the advantages of using labels, filters, and search functions to manage your emails.

Recap of Email Etiquette and Management:
- Crafting Professional Emails.
- Effective Subject Lines.
- Inbox Organization.
- Attachment Handling.
- Email Response Etiquette.
- Avoiding Common Mistakes.
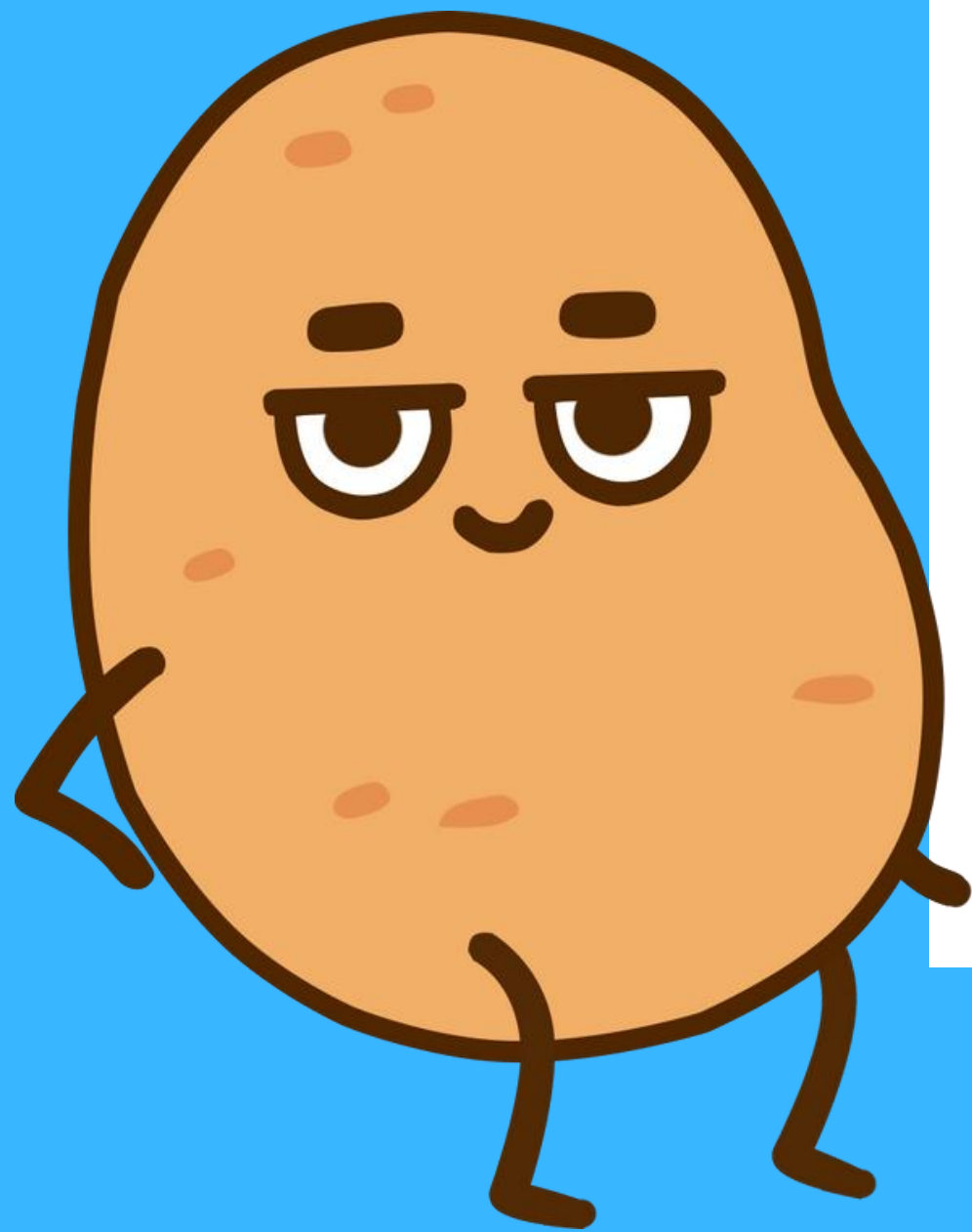
Links to useful resources

Writing effective emails

Learn how to communicate with colleagues and external stakeholders using short and clear emails.

Indeed

Learn how to write a Professional Email (With Tips and Examples)

LinkedIn

Learn how to write a Professional Email to impress employers (With Tips and Examples)