



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - E-mail Etiquette

Course Specifications

Course Number: AXO84-171_rev1.0

Topic-Level Outline

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

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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