



COURSE SCHEDULE

EMAIL ETIQUETTE WORKSHOP

E-MAIL BASICS

- E-mail characteristics
- E-mail programs
- When to use e-mail
- Writing an e-mail message

E-MAIL POLICIES

- Company policies
- Copyright laws, viruses, and liability

E-MAIL FEATURES AND SECURITY

- Features of an e-mail program
- Securing e-mail

E-MAIL MESSAGES

- Message headers
- E-mail message body

E-MAIL EFFECTIVENESS

- E-mail recipients
- Message management

NETIQUETTE GUIDELINES

- Netiquette style
- Emoticons and abbreviations

COMPOSING ONLINE CORRESPONDENCE

- Online communication
- Language and punctuation
- Efficient writing habits

COST PER WORKSHOP (08H30 – 13H00) : R500-00 per person

**Sankin Computer Training cc – Durban
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