Writing Email People Will Read

This workshop, based on *Clear, Correct, Concise E-Mail: A Writing Workbook for Customer Service Agents*, will review and refresh basic writing skills. After completing a writing pre-test, participants will improve their writing through practice exercises based on real e-mail exchanges. Each participant will receive a copy of the *Clear, Correct, Concise E-Mail* workbook, written by Marilynne Rudick and Leslie O'Flahavan.

At the end of the workshop, you'll be able to:

1. Identify the components of a poorly-written email
2. Identify the components of well-written e-mail
3. Construct a template for well-written e-mails
4. Compose an e-mail using the template
5. Set the appropriate tone
6. Identify situations where email is not the best mode of communication to achieve the intended outcome
7. Utilize resources to practice writing skills
8. Utilize the efficiency features of your email application

What we'll do during the workshop:

- Review sample messages
- Create job aides to assist us while composing e-mail

Writing Email People Will Read is a half-day workshop co-taught by Debra Dexter, Software Applications Instructor in the Academic Technology Center, and Audra Gaul, Manager of Training and Development and HR Communications in the Office of Human Resources.