

# Taking Learning To New Heights

Learning Everest collaborates with Subject Matter Experts from various fields to create simple, yet impactful, off-the-shelf eLearning courses that your learners can take at their own convenience. We specialize in providing you courses on various topics that would empower your learners to gain the necessary knowledge and perform better.

## BUSINESS EMAILING, PHONE, AND MESSAGING ETIQUETTE



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Duration: 1 hour



Level of course: Beginner

# Unique Features

- cmi5, xAPI (Tin Can API), SCORM 2004, SCORM 1.2, and AICC compliant eLearning course
- Self-paced & Interactive
- Supplementary Examples
- Knowledge Checks to reinforce learning
- Gamified Assessment

# Who Should Attend

This course is suitable for all junior, middle-level, and senior-level employees.

It will especially benefit employees who have just entered the work force.

# Course Overview

Electronic modes of communication are one of the mainstays of professional communication because they are convenient and offer a wide range of functionalities.

With increasing international business partnerships and employment contracts, as well as the surge in remote recruitment, electronic communication's use has shot up even further.

As with most business communication, there are certain etiquette rules that govern professional electronic correspondence. Adhering to these rules can make or break you or your company's impression.

This course on Business Emailing, Phone, and Text Messaging Etiquette will give you the tools you need to craft perfect emails, send crisp text messages, and place seamless business calls.

## Topics Covered

### Email Etiquette

- When an email is appropriate
- Components of an email
- Writing a full e-mail
- Setting up a business email
- Inclusive greetings
- Using To, CC, BCC, and Reply All

### Telephone Etiquette

- Best situations for a phone call
- Opening business calls
- Answering business calls
- Etiquette during a phone call
- Closing business calls

### Text Message Etiquette

- Writing business texts
- Replying to and acknowledging work messages
- Managing etiquette on internal messaging platforms