Presentation Skills Boot Camp

Writing Skills Boot Camp

* Anything that you want memorialized, put it in email
  + Need to clarify? Reminder? Link
* Put the “ask” at the top so that the client knows what you want
* Multiple topics to cover, okay to break into multiple emails to the same person
  + Ok to start a fresh chain if subject matter changes
* Can ask internally in the subject line, people know that it is a quick response
* Use “to” if someone has action items, use “CC” if they just need to be in the loop
* Following up that is a few days old, remind the reader of the context
* Don’t indent beginning of paragraphs
* Bullets or lists are clear
* Something important, don’t put it in parentheses
* Smaller of two numbers used together should be spelled
* Email vs Link vs Phone vs In person
  + Phone: If in constant connection and need an answer, don’t use if it needs to be documented
    - Can call to clarify and establish what needs to be documented then ask for an email
  + In person: if it can be done, do it, it allows to build a relationship. Can stop by their desk and can foster a trusting work relationship
* Don’t be afraid to ask someone to proofread or how to respond to a client email