

{ POWER.CODERS }

Business Communication • March 2023

E-MAIL COMMUNICATION

Aim of the workshop

- feel secure to accept calendar invitations correctly
- get to know the structure of a business email
- learn what is important in receiving and writing email
- train your personal email skills
- be able to ask precise questions / answers

Calendar Invitations

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A calendar invitation usually includes:

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A calendar invitation usually includes:

- topic / name
- date / time of the meeting
- place (online, address, room)
- participants (can be hidden)
- agenda of the meeting

×

Add title

Save

Nov 16, 2022 11:30am to 12:30pm Nov 16, 2022 Time zone

☐ All day Does not repeat ▾

Event Details Find a Time



Add Google Meet video conferencing



Make it a Zoom Meeting



Add location



Notification ▾ 10 minutes ▾ ×

Add notification



PoCo Linus ▾ ● ▾



Busy ▾ Default visibility ▾ ?



B *I* U

Create meeting notes

Add description

Guests Rooms

Add guests

Guest permissions

- ☐ Modify event
- ☒ Invite others
- ☒ See guest list

First Task in groups of 2

Send each other a calendar invitations with the following information:

- **topic / name:** Lunch with {first name of your partner}
- **date / time of the meeting:** Wednesday, 5 April, 12:30 pm
- **place (online, address, room):** Choose your favorite Restaurant, include the whole address
- **participants (can be hidden):** your partner and Linus
- **agenda / topics of the meeting:** Add your favourite dish to the notes

Calendar Invitations: Tips

- Use google calendar instead of other tools
www.calendar.google.com
- If you change an meeting, always make sure to inform participants (or not)
- Use the possibility of informing the participants about the change

Second Task in groups of 2

Change the calendar invitation to the following information:

- topic / name: Dinner with {first name of your partner}
- date / time of the meeting: Wednesday, 5 April, 6:30 pm
- place (online, address, room): same
- participants (can be hidden): same
- agenda / topics of the meeting: same

Make sure all participants get informed about the changes and include a short message

Which communication channel to use?

Depending on the company, for different communication reasons we use different tool.

How do we do it at Powercoders?

How do they do it at other companies?

How can you find how its done at your company?

E-Mail & Calendar invitation

Very often you will receive a combination of a personal email and a calendar invitation

- Answer both of them (personal confirmation email & accept the invitation in your calendar)
- if you are the sender, make sure to send the invitation max 2 min after the email

How to Ask for a 1:1 meeting

Asking for help from a colleague at work through slack/team/email:

- 1- Reason for the meeting
- 2- Time estimation
- 3- Your available time slots

If he/she prefers a spontaneous meeting, book a tentative slot anyway.

E-Mail Structure

Say who you are

Why you reached out

What's in it for the recipient

Call-to-action

Podcast cooperation – Tech conference

To: alan@chatbot.com

Hello,

I'm Alan Knight. We met at the Tech Innovation conference last week.

This is a follow-up to our conversation about creating a podcast episode together.

The podcast has over 10,000 listeners every month, so it could be a great opportunity to share your ideas with a new audience.

What do you think about a call this Thursday at 3 pm?

E-Mail Structure Example



Sandra Weber

12. Oktober 2021 um 10:53

Aw: Powercoders: Technical Mock Interview Practice on 20th October

An: Linus Murbach

Hi Linus

Thanks for the information. Do we know ahead of time what companies the participants can apply to? Interviews can be quite different depending on the company, e.g. I'm working at Google and an interview there is extremely different from Zühlke (Swiss Software Engineering and Consulting company) where I used to work and also do interviews.

Thanks,
Sandra

[Mehr anzeigen](#) von Linus Murbach

E-Mail Structure Answer

Subject: Keywords

Greeting line

Thank for the message

Answer to the question

offer support if needed

Greeting line



Linus Murbach

Aw: Powercoders: Technical Mock Interview Practice on 20th October

An: Sandra Weber

11:02



Hi Sandra,

Thanks for your email. Our participants will apply as well to very different companies (from small agencies up to large Swiss Banks), therefore at this stage of the process it's hard to tell you from whom they will receive the invitation for an interview.

I would suggest to ask the participants in the beginning of the interview which company they would like to apply to and conduct the interview accordingly. And ideally, you can let them know about differences in the interview organization / questions within your feedback. We discussed this topic of different approaches / interview styles already, but I am sure it's very useful for the participants to experience this in action as well.

Please reach out to me if you have any further questions. I will send you the schedule and CVs of the participants at latest on Thursday.

Kind regards,
Linus

Linus Murbach
Social Lead / Program Coordinator

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Opening and Closing Emails

Formal

Dear Ms./Mr. Smith,

Yours sincerely,

Dear Mary,

Kind Regards,

Best Wishes,

Neutral

Hello Peter,

I hope you're well.

Best Regards,

Good Morning Pascal,

Regards,

With best wishes,

All the best,

Informal

Hi/Hey Mannar,

Linus,

Hello again Myrijam,

Cheers,

Rgds,

Bye for now,

See you soon,



Examples of opening sentences

Formal

I am writing regarding the issues we have been having with our database.

I wanted to follow up on our meeting last week and confirm our plans for this month

I would like to ask about the new budget and whether this will affect our department.

I am concerned about....

I need to bring something to your attention:

Informal

Do you know when the database issues will be fixed?

Let's confirm our plans for this month.

How will the new budget affect our department?

Answering E-Mails

Switch perspectives

- What's important for the sender / receiver?
- What is his / her concrete question?

TIPS

- answer the question
- be precise and clear in your answer
- if something is not clear or you need more information, ask concrete questions



“Be responsive”

What does it mean?

- Answer E-Mails within 24h on workdays
- If there is no concrete question: Let sender know that you received the information
- have an auto responder active if you are not available

Be proactive, ask question about culture in the beginning.