**THE ART OF EMAIL WRITING**

**WORKBOOK**

|  |  |  |  |
| --- | --- | --- | --- |
| 1. List the steps that you would follow while writing an Email? – 5 Minutes | | | |
| 1. Select the correct subject lines from the following list by ticking ‘Yes’ or ‘No’ – 5 Minutes | | Yes | No |
| * 1. FYI ONLY: Meeting minutes/ Jan 5th, 2020   2. FYI   3. Finance Department/Audit findings/December 2019   4. To whom it may concern   5. Meeting/International Marketing/27th Jan 2019   6. Status   7. urgent   8. Nominations/Email etiquettes/Nursing Department   9. Hi / Hello   10. great news   11. Hi   12. Blank Subject line | |  |  |
| 1. What is the importance of a good subject line? - 2 Minutes | | | |
| 1. List the aspects to keep in mind while writing a good email body / main message. (Group Activity) – 10 Min | | | |
| 1. What are the dos and don’ts of email writing (Mentimeter Activity) – 5 Min | | | |
| Dos | Don’ts | | |

|  |  |
| --- | --- |
| 1. **Use the Correct Phrase – 5 Min** | |
| **Situation** | **Phrase** |
| Mentioning attachments |  |
| Requests |  |
| Responding to requests (positively or negatively) |  |
| Inquiries/ Asking for information |  |
| Answering questions/ Giving information |  |
| Making arrangements / Scheduling/ Rescheduling |  |
| Making complaints |  |
| Apologizing/ Responding to complaints |  |
| Instructions/ Commands/ Demanding action |  |
| Giving bad news |  |
| Giving good news |  |
| Checking progress |  |
| Asking the other person to wait |  |
| Invitations |  |
| Checking/ Confirming (what you aren’t sure about) |  |
| Asking for permission |  |
| Highlighting important information |  |
| Mentioning other people |  |

|  |
| --- |
| 1. Email Writing – Scenarios on Screen – Pick any one scenario and write and write a structured email  (Group Activity) – 10 Min   **Chose any one**  Scenario 1 – There a long-standing payment due from a client, write a mail requesting payment  Scenario 2 – There is a delay in deployment of a project, write a mail to client requesting time extension  Scenario 3 – The client has requested changes in the actual plan, politely decline the request  Scenario 4 – A client has complained about a bug, the cause of which is at the client’s end, resolve the issue  **Write Email below or use MS outlook** |