

Using Email in Business

Study Guide

How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "Using Email in Business". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

Course Overview – Using Email in Business

Email is one of the primary modes of communication in business, which makes it primarily a professional medium. There are certain guidelines around appropriate use of email at the workplace. One must be careful in determining when it's suitable to use email while also being aware of what constitutes proper email etiquettes.

Learning Objectives – Using Email in Business

By the end of this course, you will understand the following:

- Understand the advantages and disadvantages of using email
- Know when to use email in the workplace
- Know when to avoid using email in the workplace
- Learn proper email etiquette in a professional setting

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Email in Business

_____ states that email is one of the main factors that has enabled companies to have more spread-out and diverse work teams.

Pros & Cons

Pros	Cons

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Proper Email Use in Business

When to Use Email at the Workplace?

DO use email...

When Not to Use Email at the Workplace?

DON'T use email...

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Article Notes

Five things you should never ever put in your emails

Journaling Activity

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Email Etiquette

#	Email Etiquette	Notes
1		
2		
3		
4		
5		
6		

Group Exercise

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Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. Does your business have specific email policies such as format or response guidelines? If not, would you consider creating some and why?
2. What kind of training (if any) might be useful to have for efficient email use for employees?
3. Does your company provide guidance about the safe use of email against viruses, phishing, and spam?
4. Which email platform or client do you use? What others are available, if any? Would you consider switching to another platform?