

# **Module V E- Communication**



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# AGENDA

- **Why Do we write emails?**
- **Business email**
- **Creating Business Email id**
- **Recipients : To Cc Bcc**
- **Subject**
- **Main Body**
- **Essential Tips**
- **Attachments**
- **Forward**
- **Responding Emails**

**Folders**

**Email Window**

# **Why Do We Write Email?**

**To Share Detailed Information And Data.**

**To Ensure A Record Of Our Communication.**

**To Provide Directional, Important, And Timely Information.**

**To Deliver Short Status Updates.**

## **Business Email**

**Business Email is an email that is written about a certain business in a work place.**

**It is a professional way of communication through electronic media.**

**Important Part of Day to Day Business Communication.**

# Prepare Your Own Email Id

**Formal**

**Pronounceable and Memorable**

**Give Professional Impression  
Builds Trust and Credibility**

**meghabaliga@mahabank.com  
megha-baliga @ gmail.com**

## **Avoid:**

**Fancy Names ~~ buntigr8 @ yahoo.com**

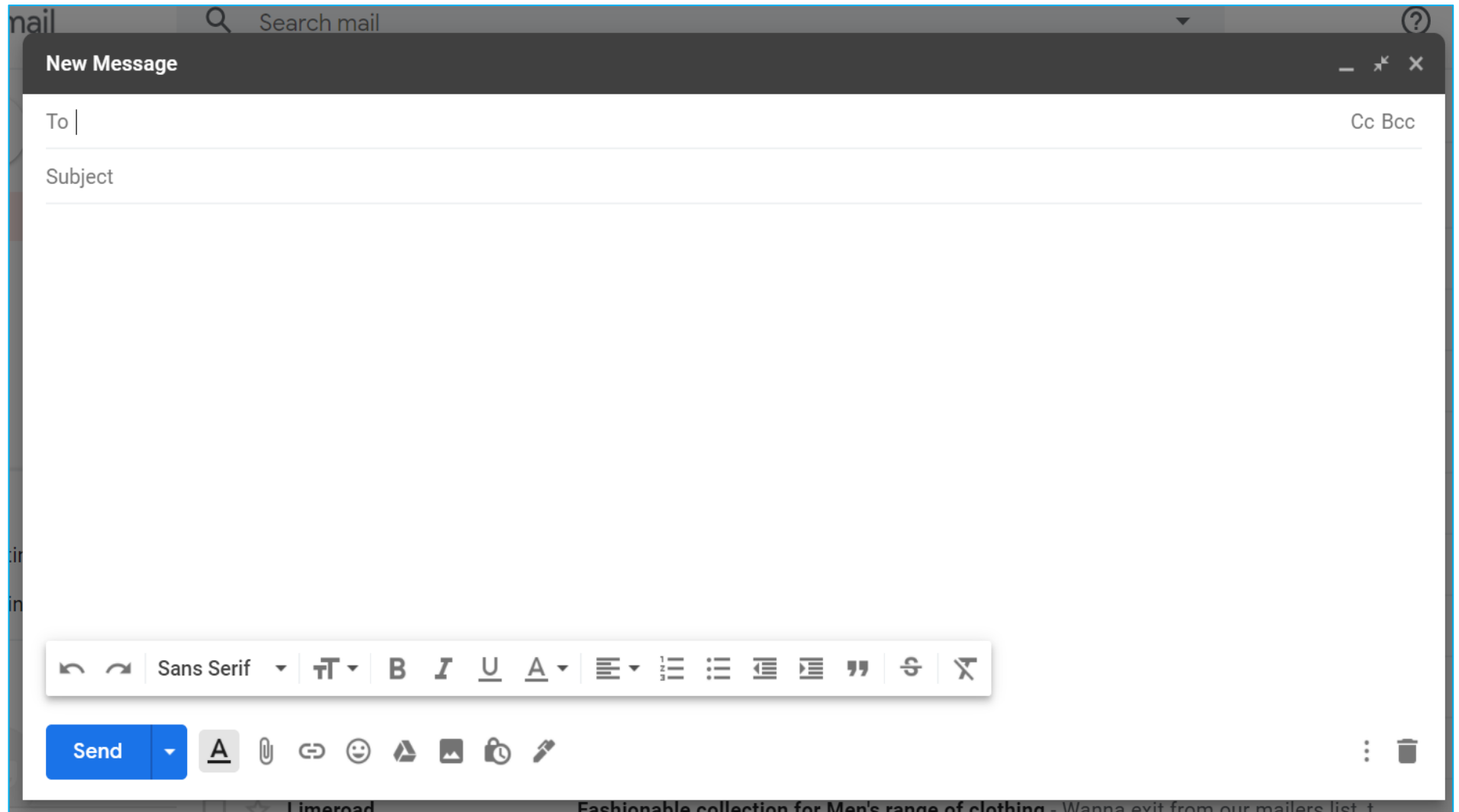
**Nicknames ~~ Monto123 @ gmail.com**

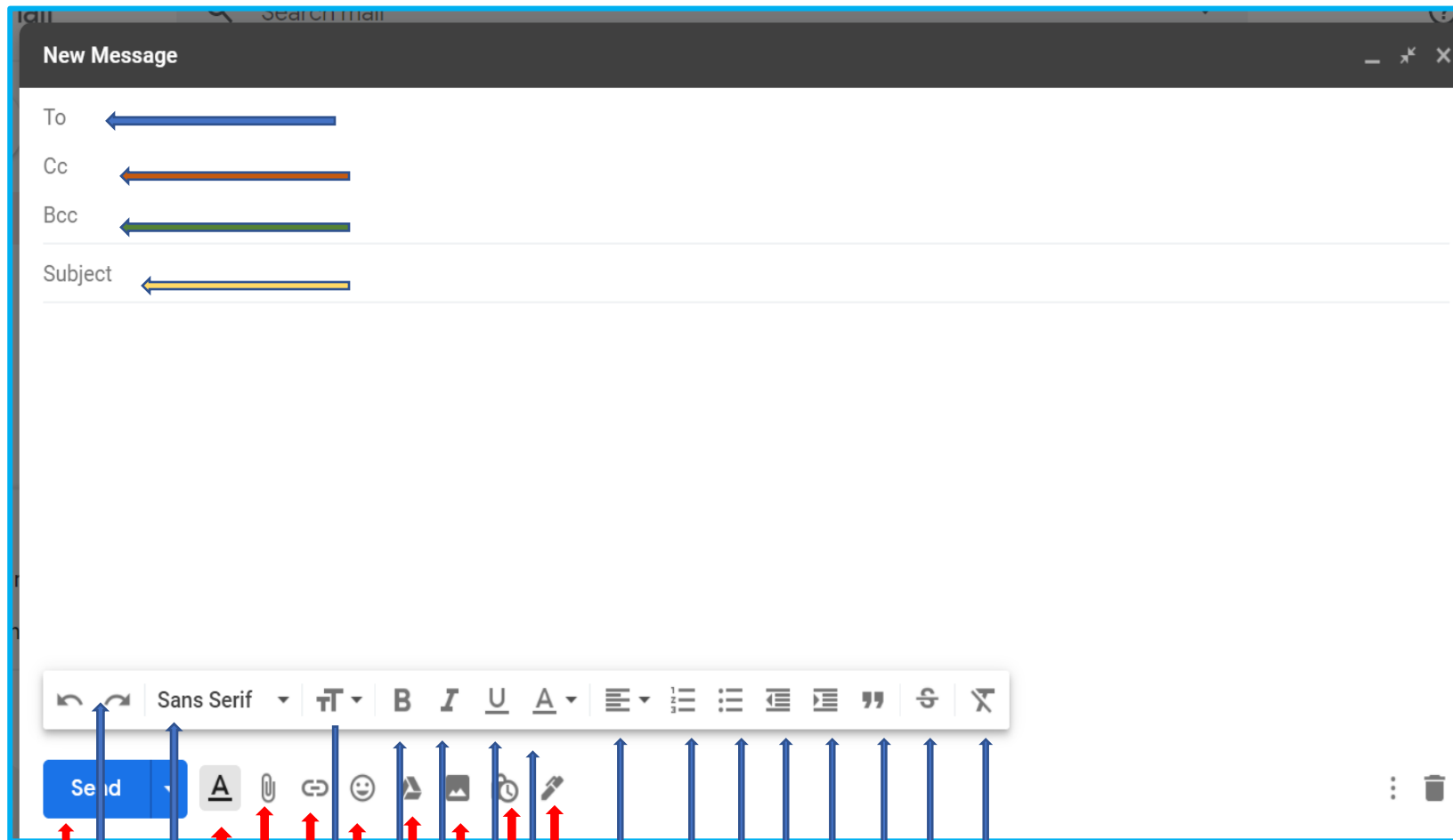
**Too many numerical, symbols and punctuations ~~ Difficult to Remember**

**Reference to Race, Religion, Sexual Orientation and Age**



# Email Window





1. Undo / Redo
2. Font
3. Font Size
4. Bold
5. Italics
6. Underline
7. Text Colour
8. Alignment
9. Numbered list
10. Bulleted List
11. Indent Less
12. Indent More
13. Quote
14. Strikethrough
15. Remove Formatting

a

1

2

b

c

d

e

3

4

f

5

g

h

i

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10

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13

14

15

a. Send

b. Formatting Option

c. Attachment

d. Link

e. Emojis

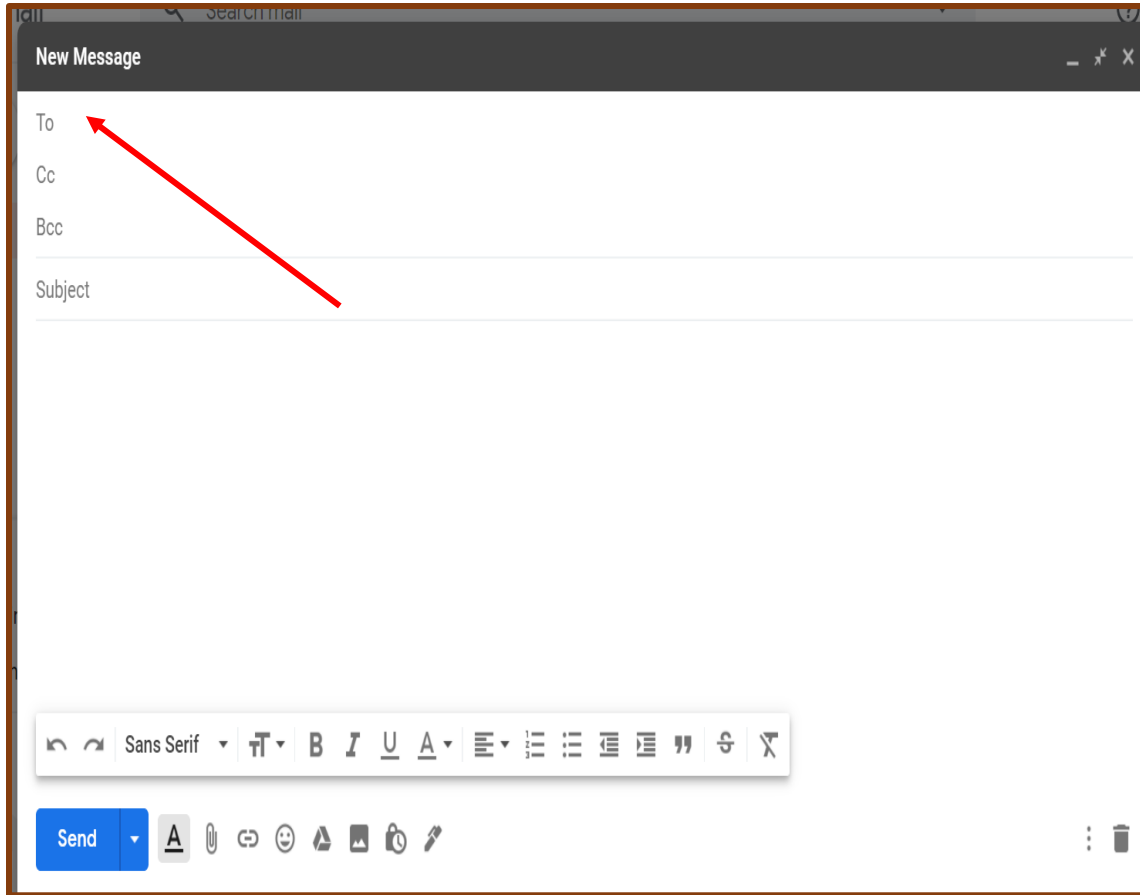
f. Google Drive

g. Photo

h. Turn Confidential

i. Insert Sign

**TO:**



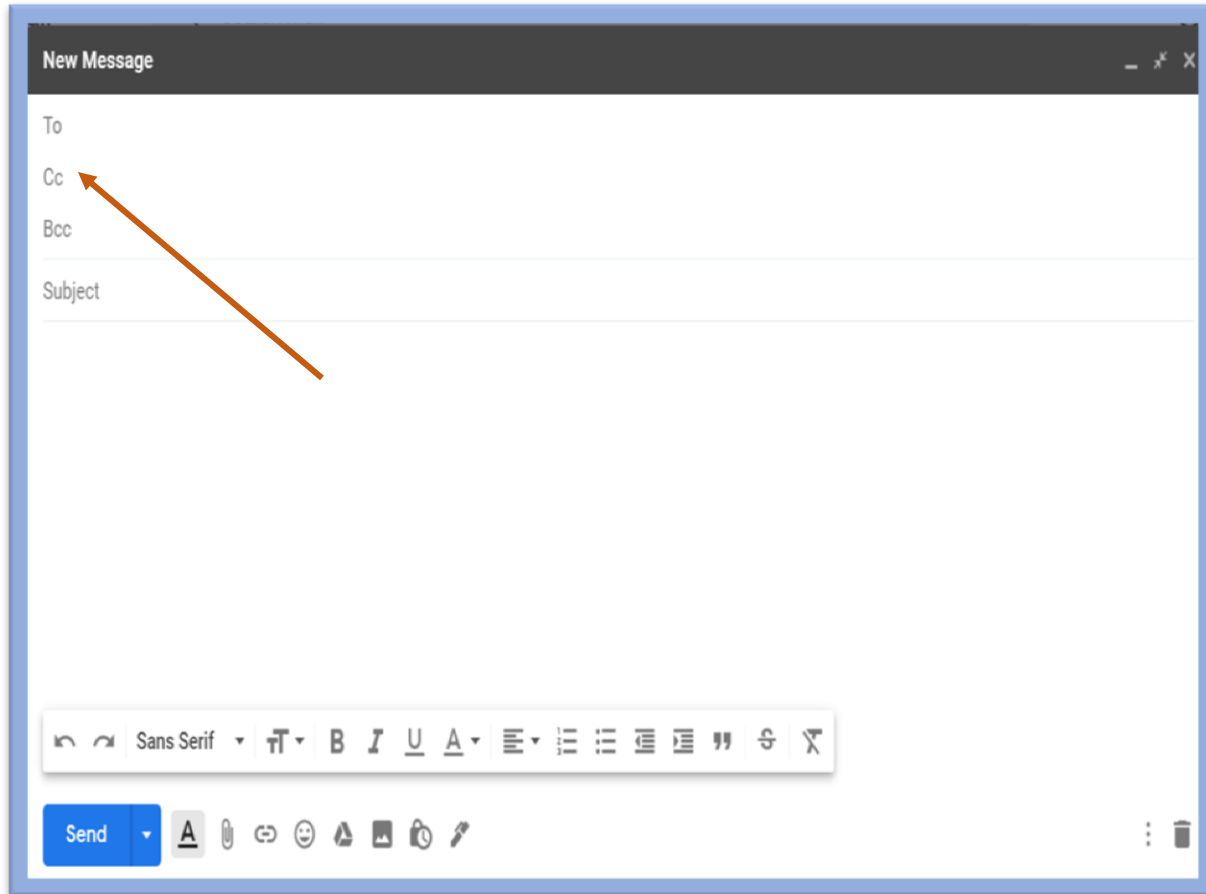
- The Person You Want The Reply From ( Your Client / Customer)**
- Spell The Name Correctly**
- Spell The Email Correctly**

Check the status of your email.

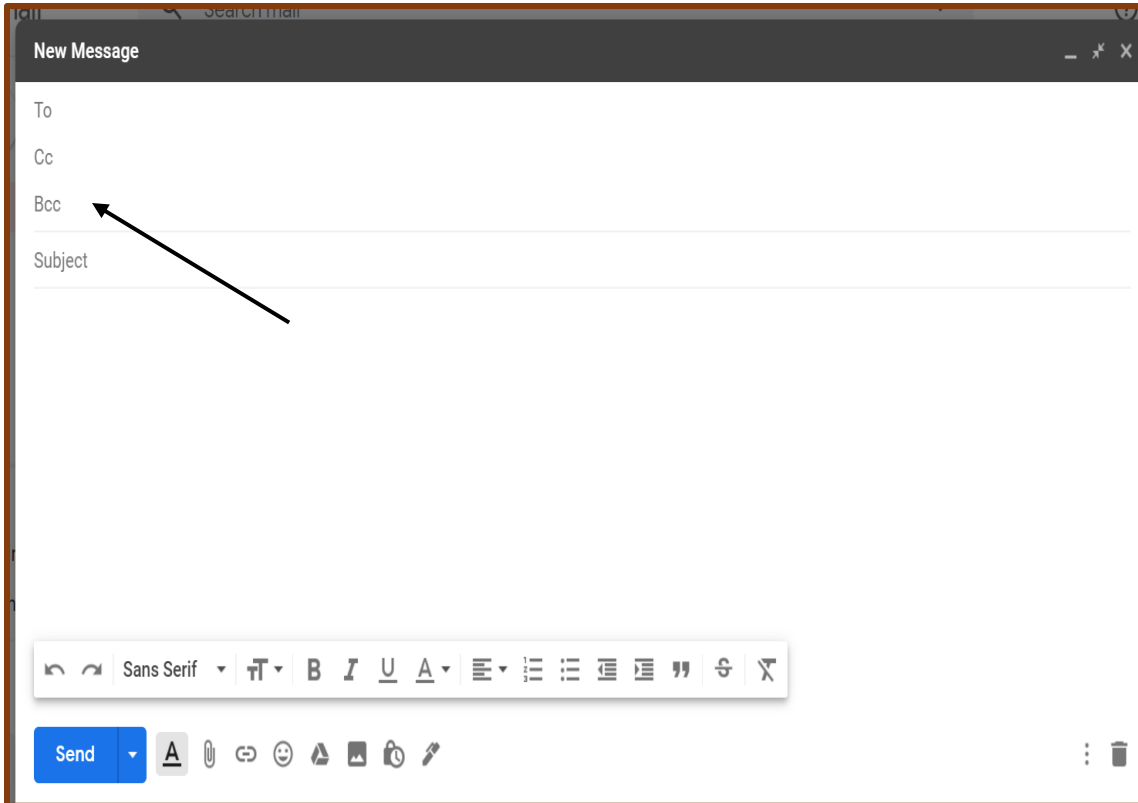


# Cc : Carbon Copy OR Courtesy Copy

- ❖ **The Person Who Needs To Be Informed / Reported**
- ❖ **Do Not Use CC Frequently.**
- ❖ **You Can Ask Your Head Whether She/ He Would Like To Be Informed.**
- ❖ **As Per Your Position If You Have Right To Take Certain Decisions, Don't Make It A Practice.**



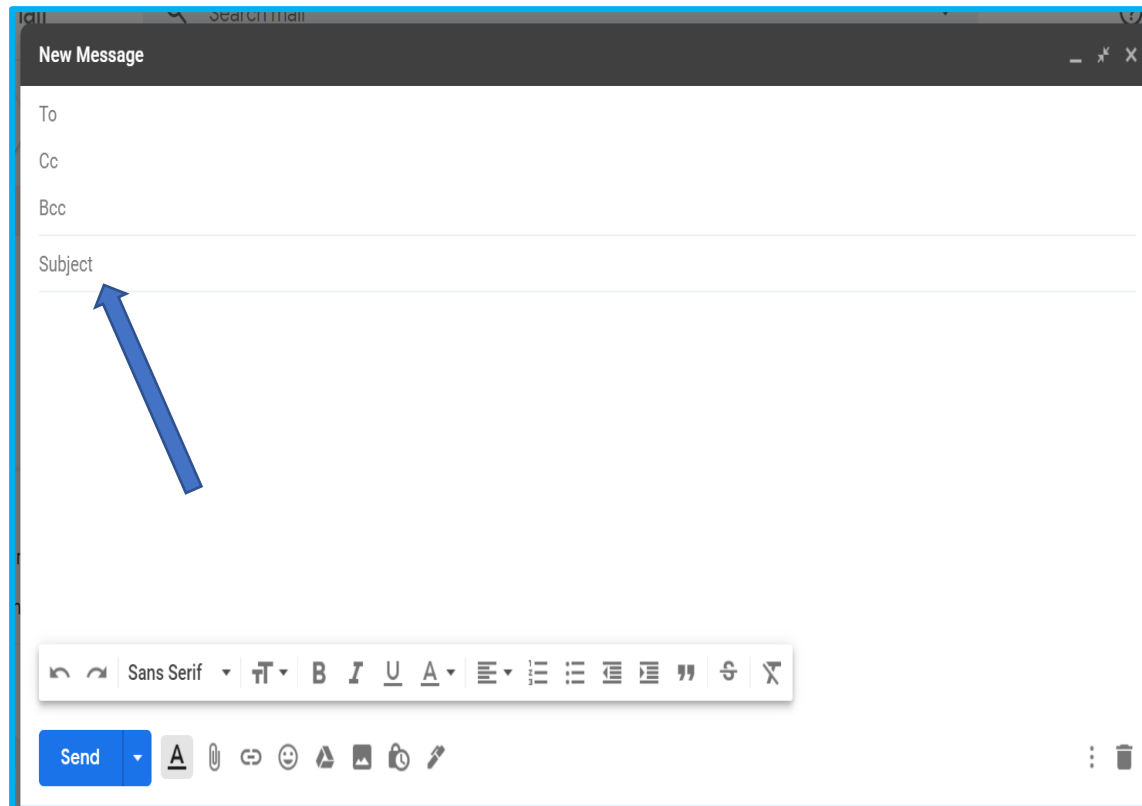
## Bcc : Blind Carbon Copy OR Blind Courtesy Copy



- The Person You Add As BCC Is Not Shown To Other Recipients.
- The Person You Want To Keep Informed But You Don't Want Other Recipients To Know About It.
- If It Is A Large Distribution List, Then Use BCC
- If The Sender Does Not Want To Share Email Ids With Other Recipients
- In The Office .. Avoid Using Bcc As It Leads To Destruct In The Organisation

- **Don't Use Bcc With Wrong Intentions.**

# Subject



**Introduction To The Email**

**Crisp, Specific, As Short As Possible**

**Related To The Content**

**E.G. Appointment Letter**

**Use It Wisely And Effectively**

**Saves Both Recipient's And Your Time**

**Should Not Be Too Lengthy.**

**Must Not Be A Sentence.**

# **The Main Body Of Email**

**Salutation/ Greetings**

**Content**

**Closing**

**Complimentary Close**

**Signature**

## **Salutation/ Greetings**

**Right And Polite Salutation / Greetings Exudes Pleasant And Positive Tone**

**Sets The Tone And May Shape The Recipient's Perception Of You**

**Writing Email To The Recipient For The First Time Use**

**Dear Ms. [ First Name] OR [ First Name] [Surname]**

**Dear Mr. [ First Name] OR [ First Name] [Surname]**

**Dear Ms / Mr. [ Surname]**

**Hello – Acceptable But Less Formal**

**If Confused, Follow The Other Person's Usage**

**To Whom It May Concern ~ Cold And Way To Formal**

# **Content**

**Brief - Precise - Specific**

**Tone : Positive And Polite**

**Font : Standard Official Fonts : Times New Roman / Ariel /  
Verdana**

**Size : 12 ( Readable)**

**Colour : Black Or Bl**

## **Beginning - Middle - End**

**Beginning - Introduction To Your Main Content**

**Introduces The Reason For Writing  
Single Sentence**

**e.g. I Am Writing To Ask About The Last Date Of Submission Of CSR Proposal.**

**With Reference To Our Telephonic Call, Could You Please Arrange The Videoconference In  
The Last Week Of August.**

## **Middle:**

**Comprises: The Detail Reason Of Your Writing.**

**Give Supportive Information ( What The Recipient Needs To Know)**

**Should Comprise 4 – 5 Sentences**

## **End OR Last Paragraph**

**Includes Call Of Action + Time Limit**

## **Closing Remark / Pleasantries :**

**I Look Forward To Your Reply.**

**I Look Forward To Seeing You.**

**Look Forward To Hear From You.**

**Look Forward To Meeting You Tomorrow Morning.**



## **Complimentary Close**

**Kind / Best / Kind regards, OR Regards,**

**Kind / Best wishes,**

**Sincere Regards,**

**Many Thanks, / Thank you,**

**Sincerely,**

# **Signature**

**Proper Closing Helps You To Connect With The Recipient.**

## **Formal Signature**

**First Name + Surname**

## **Relevant Signature Include:**

- **Your Name**
- **Contact Details**
- **Company Website**

## **Dos**

- 👍 **Simple, Complete and Clear Sentences**
- 👍 **Well Organised**
- 👍 **Short**
- 👍 **Stick to One topic**
- 👍 **Use Bullets**
- 👍 **Polite Language**
- 👍 **Highlight Moderately**

## **Don'ts**

- 👎 **Complex Sentences**
- 👎 **Incomplete and Unorganised Sentences**
- 👎 **Lengthy**
- 👎 **Discuss too many issues**
- 👎 **No Paragraphs**
- 👎 **Direct Directions , Rude / Curt**
- 👎 **Capital Letters**
- 👎 **Small Letters**

## **Essential Tips**

**If Your Emails Are Lengthy , Put That In Doc, Excel.  
And Put It As Attachment**

**If You Are On Vacation Or Not In A Position To Receive Emails, Put  
“ Out Of Office Alert”.**

### **Proofread:**

**Any Email You Have Sent Can Not Be Reverted.**

**Proofread For Spelling And Grammatical Mistakes.**

**Any Message That Is Littered With Mistakes Will Not Be Taken Seriously.**

**Email That Conveys Clear Message Creates A Good Impression.**

## **Attachment/S**

**Must Be Limited In Size And Number**

**Give Professional Name # Don't Use Any Casual Title**

**Take Permission Of The Recipient.**

**Send Limited Number Of Documents Or Pdfs**

**Write A Note Before You Send Attachment**

**e.g. I Am Attaching My CV**

**Please Find Attached My CV**

**Check If You Have Attached The File/S**

**If You Have Many Files Or Heavy Attachments To Send ,**

**# Make .ZIP OR .RAR File OR Send URL**

**# Send Separate Emails**

# **Forward**

**Be Careful**

**Seek Permission Of The Sender Before Forwarding To The 3<sup>rd</sup> Party**

**Do Write A Note**

**Delete The Previous Sender's Messages . Don't Send Chain Letters.**

**If Necessary , Edit The Subject**

## Responding To Emails

**Show Appreciation And You Are Appreciated.**

**Tag Time ~ 24 Hours**

**If It Is Not Possible To Respond Immediately, At Least Send The Email Of Acknowledgement. Along With Time.**

**E.G. Received Mail. I Will Get Back To You.**

**Thank You For Your Mail. I Will Respond In Detail By Tomorrow.**

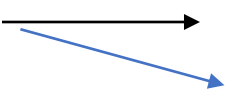
**Use “ Reply To All” Carefully.**

**Prioritise Your Emails.**

**Don't Respond Emails Immediately. # Read It Carefully. # Understand The Message. # Think Over It. Formulate Your Response. # Then Respond.**

**If You Want To Set The Reminder For “Later To Read Emails” , You Can ‘Snooze’ 🕒 Them By Giving Suitable Day And Time.**

## Responding To Emails

Tone Of Email :  Formal  
Friendly

**Keep The Same Subject Heading For The Same Thread. But When The Messages Begin To Drift, Start A New Thread.**

**If You Have Doubt About Something In Email, Don't Try To Interpret It. Call The Sender And Resolve The Issue**

**Useful Opening Expressions:**

- Thank You For Writing / For Your Interest. / Contacting Me. / Reaching Out To Me.
  - I Apologise For The Delay.      OR      Sorry For Late Reply.
- Templates: Frequently Used Messages Are Saved As Templates.**



# **Folders**

- **Create Folders Where You Can Archive Important Emails For Reference**
- **Give Title**

## **Don't ...**

### **Silly Mistakes**

**Use of Informal Greetings**

**Too Many Punctuation Marks ( ... !!! ,,, )**

**Abbreviations ( Ur, Gr8, Info, )**

### **Emoticons**

**Fancy Background And Multiple Coloured Fonts**

**Capital Letters And Small Letters**

**Humour**

**Abusive Language**

**Direct Instructions**

**Jargons**

**Share Professional Messages With Personal Contacts.**

**Save Professional Messages On Your Personal Id**



## **Don't**

**Use Old Mails To Reply.**

**Begin Each Sentence On A New Line.**

**Write A Long Text As One Paragraph.**

**Send The Mail Until You Make Sure All The Correct Recipients Are Listed And Copied.**

**Insult Anyone Over Email.**

**Make Hurry In Writing Email Ids. You Might Send Unfinished Mails Accidentally.**

**Write Dear Madam /Sir.**

**Shows ~~ Careless Approach.**

**Use Good Morning OR Good Afternoon**



Thank You..