



Email Etiquette

1.0 The Fundamentals of E-Mail

- 1.1 An Introduction to E-Mail
- 1.2 E-Mail in Action

2.0 E-Mail Considerations

- 2.1 E-Mail Security
- 2.2 Working with Emails

3.0 E-Mail Composition

- 3.1 Anatomy of an Email
- 3.2 E-Mail Communications

4.0 Writing E-Mail Messages

- 4.1 E-Mail Writing – Brushing up on Grammar and Punctuation
- 4.2 Improving Your Writing Style

5.0 Efficient E-Mailing

- 5.1 Working with Recipients
- 5.2 Organizing Incoming E-Mail Messages

6.0 Using Proper “Netiquette”

- 6.1 Netiquette
- 6.2 Emoticons

7.0 E-mail Policies

- 7.1 Company E-Mail Policies
- 7.2 Liability, Copyright Concerns, and Computer Viruses