



STORY BOARD

EFFECTIVE BUSINESS EMAIL ETIQUETTE

MEET OUR TEAM

With a focus on collaboration and innovation, our team is constantly pushing the boundaries of what's possible.



**JANE
LOWE**

Instructional
Designer (Project
lead)



**JOHN
KOWALSKI**

Authoring Tool
Expert



**FRANK
SIMMONS**

Subject Matter
Expert



**SAM
DAVIS**

Content
Designer



**BETTY
JONES**

Voice Talent



**FRANK
SIMMONS**

Subject Matter Expert



**SAM
DAVIS**

Content Designer



**BETTY
JONES**

Voice Talent

STORYBOARD (SPECIFICATIONS)

PROJECT NAME	Effective Business Email Etiquette
AUTHORING TOOL	www.hicreo.com
TARGET DEVICE	Desktop or Notebook
FONT	Barlow Font Size <ul style="list-style-type: none">• Title: 20• Sub-title: 15• Body: 12
SCORM VERSION	2014, 2nd ed.
AICC	NA
SECTION 508	Yes
BOOKMARK	Yes
PUBLISH AS	Standalone, LMS
IMI LEVEL	IMI LEVEL
ASSESSMENT	Checks on Learning with immediate feedback at the end of each learning objective.
Others	No final exam required. A certificate of completion at the end of the course.



(Note)

- 1.jpg
- Text as shown

Audio	Narration Script
1-a1	Welcome to "Effective Business Email Etiquette: Mastering Professional Communication"! In today's fast-paced business world, email has become a primary method of communication. However, with so many emails flying back and forth, it's important to ensure that our messages are clear, concise, and professional.
1-a2	This course is designed to help you master the art of business email etiquette. You'll learn best practices for crafting effective emails, responding to messages, managing email overload, and more. We'll also cover key legal and ethical considerations and strategies for maintaining professionalism in a virtual workplace. By the end of this course, you'll have a solid understanding of how to communicate effectively and professionally through email.
1-a3	So, whether you are a manager, a professional, or a student who wants to improve your communication skills, this course is for you. Let's get started! Click on the "START" button to begin.



(Note)

- 2.jpg
- Text as shown

Audio	Narration Script
2-a1	Effective communication is essential in any workplace. It helps to build trust and strong relationships among colleagues, improves productivity and the quality of work, and ultimately contributes to the success of an organization. Professional communication is important because it demonstrates respect, credibility, and competence.
2-a2	In the workplace, emails are often used as the primary method of communication. Therefore, it is essential to be able to write and respond to emails professionally. This includes utilizing proper grammar, punctuation, and formatting and being clear, concise, and respectful in your messages.
-	-
-	-



- Professional communication is crucial.
- Maintains positive image and avoids conflicts.
- Legal and ethical considerations important.
- Critical for relationships and productivity.
- Master email etiquette for respect.

(Note)

- 3.jpg
- Text as shown

Audio	Narration Script
3-a1	Professional communication is also important when dealing with sensitive or difficult situations. It helps to maintain a positive and professional image of yourself and your organization and avoids potential conflicts or misunderstandings. Moreover, it is important to be aware of legal and ethical considerations when communicating in the workplace, such as maintaining the confidentiality and data security.
3-a2	In short, professional communication in the workplace is critical for building and maintaining relationships, improving productivity, and protecting the reputation and integrity of an organization. By mastering the art of business email etiquette, you can become a more effective and respected professional in your field.
-	-



Setting the tone and purpose of emails

(Note)

- 4.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Best practices for crafting clear,
concise, and effective emails

(Note)

- 5.jpg
- Text as shown

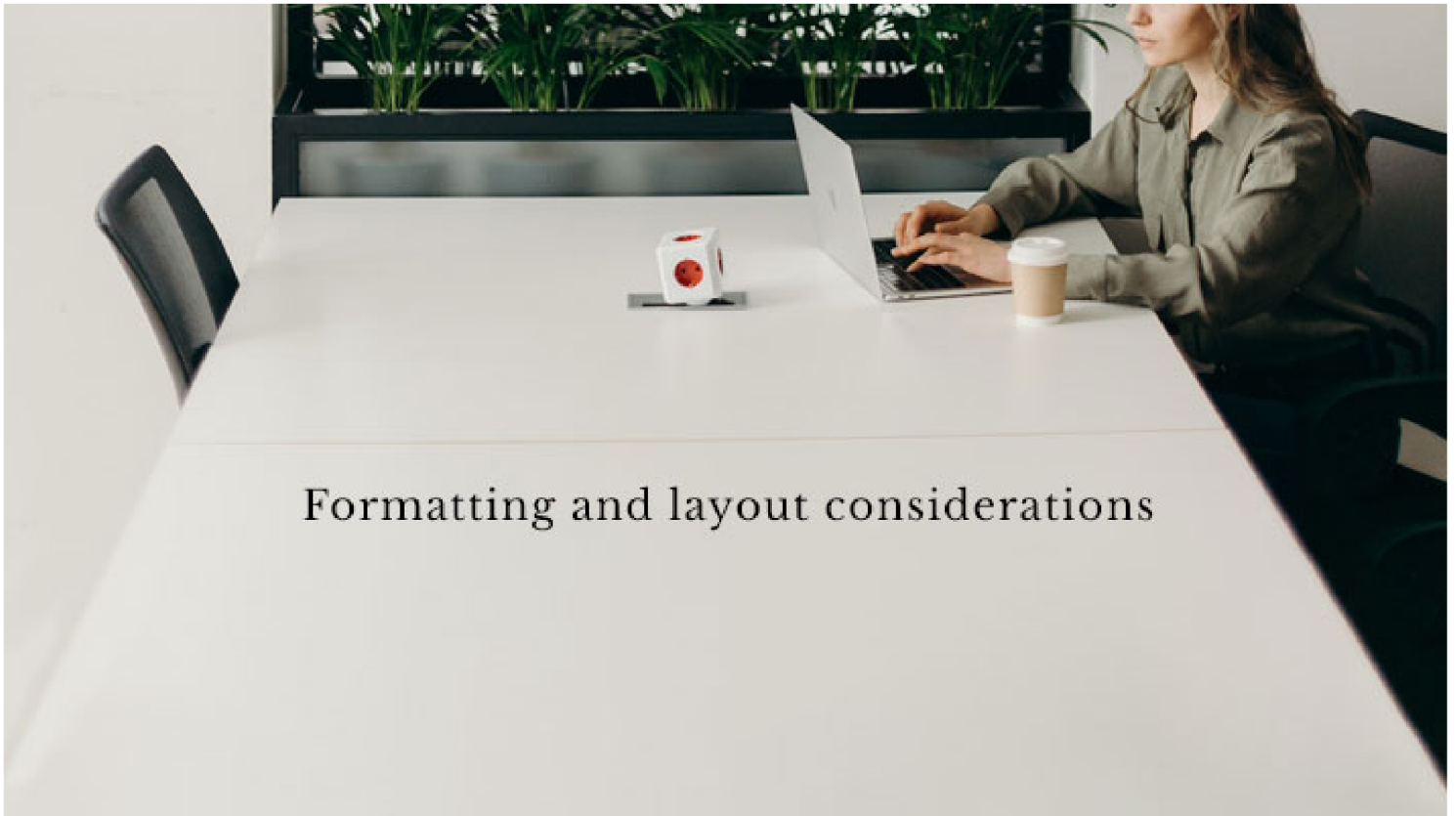
Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



(Note)

- 6.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Formatting and layout considerations

(Note)

- 7.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Techniques for responding to
different types of emails
(e.g., complaints, requests, etc.)

(Note)

- 8.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Tips for handling difficult or sensitive situations

(Note)

- 9.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Best practices for maintaining
a professional tone

(Note)

- 10.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Strategies for managing a high volume of emails

(Note)

- 11.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Tips for prioritizing and organizing emails

(Note)

- 12.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Best practices for avoiding burnout

(Note)

- 13.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Navigating the challenges of remote work

(Note)

- 14.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Maintaining professionalism
and building relationships
through virtual communication

(Note)

- 15.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Best practices for video conferencing
and online meetings

(Note)

- 16.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Understanding the legal
and ethical implications
of email communication

(Note)

- 17.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Best practices for maintaining
the confidentiality and data security

(Note)

- 18.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Tips for avoiding liability
and protecting your organization

(Note)

- 19.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



Summarize the key takeaways

(Note)

- 20.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-



(Note)

- 21.jpg
- Text as shown

Audio	Narration Script
-	-
-	-
-	-
-	-
-	-