

P2W Skills for Success

Activity Set 11: Email



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Funded by the Government of Canada's Adult Learning, Literacy and Essential Skills Program.

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11.1: Getting Started

What?

Businesses, families and communities use email to communicate.



Why?

To relay information, remind, ask questions, state problems, make requests

Who?

- ✓ Administrative assistants use email to schedule meetings and appointments.
- ✓ Roofers send emails to potential clients with detailed quotes attached.
- ✓ Community members write emails to ask for information about upcoming events.

What's involved?

- Using email software
- Choosing language and tone appropriate to the audience
- Using clear subject lines
- Including introductory and closing statements
- Presenting requests, information and explanations in a clear and organized manner

How about you?



List some situations when you have written emails.

1. _____

2. _____

3. _____

4. _____

5. _____

How comfortable are you writing emails?

I need a lot of practice

I'm very comfortable

1

2

3

4

5

6

7


8

9

10

11.2: Email A

Read the email message, then answer the questions below.

PEYTON ROGERS <progers@closecall.com>	
To:	r.davis@power.ca; Gisele.finkel@striveconsulting.ca; p_chu@freecall.com
Cc:	amasselli@closecall.com
Bcc:	
Subject:	Project meeting
 10-Sep Agenda.docx	
<p>Hi everyone,</p> <p>Please find attached the agenda for the September 10 project meeting. Note that the meeting starts at 11:00 AM. If you are unable to attend this meeting, please contact Anita at amasselli@closecall.com before noon tomorrow.</p> <p>Thank you for your continued collaboration,</p> <p>Peyton</p> <p>Peyton Rogers Customer Service Supervisor Close Call Communications C. 613-555-6521</p>	

Let's Talk!

- Who sent this email?
- How many people received this email?
- How are the Cc and Bcc lines used?
- How is the subject line used?
- What document is attached to the email?
- How would you describe the tone of this email?

11.3: Effective Email



Follow these steps to help you write clear and effective email messages:

1. Describe the situation to yourself.
2. Make note of the question(s) or idea(s) you want to communicate.
3. Decide on details to include.
4. Decide on the order in which to present the information.
5. Draft the message.
6. Proofread using the checklist below.

Writing Checklist

The email includes

- a clear and appropriate subject line
- a salutation
- body text organized in paragraphs (if necessary)
- a closing
- an attachment (if necessary)

Content

- The purpose of the email is clearly stated.
- All supporting details are included.
- The reader can easily understand what action is requested.
- The tone is appropriate.

Grammar and Spelling

- Each sentence begins with a capital letter.
- Each sentence has end punctuation.
- Proper nouns are capitalized.
- All words are spelled correctly.

11.4: Email Response

Work as a group to draft a response to 11.2: Email A from Rita Davis who is not available to attend the meeting. Refer to 11.3: Effective Email to draft the email. Write the final version in the space provided below.

RITA DAVIS <r.davis@power.ca>
To:
Cc:
Bcc:
Subject:

11.5: Communication Methods

PART 1

1. Review the different ways of communicating and rate them along the scales shown.

Method	Speed (1 = slow, 5 = fast)					Formality (1 = informal, 5 = formal)				
Email	1	2	3	4	5	1	2	3	4	5
Telephone	1	2	3	4	5	1	2	3	4	5
Letter	1	2	3	4	5	1	2	3	4	5
Note	1	2	3	4	5	1	2	3	4	5
Text	1	2	3	4	5	1	2	3	4	5

2. Which methods leave a “paper trail”?

PART 2

Work with a partner to review the situations. Choose a communication method that you think will be effective in the situation and prepare a reason for your choice. Note: there is more than one right answer.

1. A manager would like her assistant to book travel arrangements for an upcoming meeting.
2. An employee is attending a conference in another city next week. She would like to arrange a meeting with a colleague who will also be at the conference.
3. An employee wakes up feeling very ill. He needs to tell his manager he won't be able to come to work.
4. A doctor wishes to tell her patients that she is retiring.
5. A supervisor would like to inform all the employees in her department that they will be receiving a pay raise next month.
6. A parent wants to speak with his daughter's teacher about her participation at school.
7. An employee would like to request a one-month leave to care for an ill family member.
8. The lunchroom has been left untidy over the past few weeks. The office assistant wants to remind everyone to clean up after themselves.

11.6: Email Accounts

Let's Talk!

Identify situations in your daily life when you might want to use email.

- Who would you send messages to?
- Who might you receive messages from?
- What are the kinds of things you might communicate by email?

1. Do you need to set up a personal email account?



Yes, please!

No problem. Follow the steps below to set up an email account.



No, I'm good.

Great! Go on to the next activity.

2. Choose a service provider. Two popular services are Gmail and Outlook.

	Gmail	Outlook
Cost	Free	Free
Where to sign up	Search terms: new gmail account	Search terms: new outlook account
Addresses	name@gmail.com	name@outlook.com

3. Visit the website and follow the instructions to sign up for an email account.

4. Record your email address:

11.7: Sending Email

1. Check the box that describes what you can do using email.

Tasks	Yes	A bit	No
a) Sign in to check your email online			
b) Send an email message			
c) Read an email message sent to you			
d) Reply to an email message			
e) Delete an email message			

2. Need to learn more?



Yes, please!

Ask your instructor to help you learn or review these skills.



No, I'm good.

Send an email to the instructor.

1. Ask the instructor for their email address.
2. Draft an email to the instructor using **11.3: Effective Email**. Be sure to include a question.
3. Send the email to the instructor.
4. Read the instructor's response.
5. Reply to thank the instructor.

11.8: Email B

PART 1

RAYMOND CHARLES <rcharles@closecall.com>	
To:	jstrachan@closecall.com
Cc:	
Bcc:	
Subject:	meeting
<p>Hi Jacquie,</p> <p>Hope you're doing well. Could you let me know whether next Thurs Feb 26 is OK for a dept mtg? Possible start times are 10 or 10:30. Mtg should last about 1.5 hrs so I don't want to start too late in the am.</p> <p>Pls get back to me before end of day today so I can let everyone know.</p> <p>Ray</p> <p>C. 613-555-1821</p>	

Let's Talk!

- Who wrote the email message?
- What is the purpose of the email message?
- How long does Jacquie have to respond to the message?
- What two pieces of information should Jacquie include in her response?
- Highlight the abbreviations used in the email. What do they mean?

PART 2



Draft a response to Ray and use your email account to email it to a partner.



Refer to **11.3: Effective Email** to review your partner's email.