CSC
COLLEGE SECTOR COMMITTEE
FOR ADULT UPGRADING ♦ ACE

Skills for Success Curriculum Resource Cover Page

Organization

College Sector Committee for Adult Upgrading (CSC)

Curriculum Resource

Using Email Effectively in the Workplace   Learners will read about communicating effectively in a workplace email. They will compare two styles of email and reflect on the effectiveness of each. As a final task they will compose a workplace email using a mock workplace scenario and details.

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	2
Competency B - Communicate Ideas and Information	B2. Write continuous text	3
Competency D - Use Digital Technology	N/A	3

Goal Paths (check all that apply)

☒ Employment
☒ Apprenticeship
☐ Secondary School Credit

☒ Postsecondary
☐ Independence

Embedded Skills for Success (check all that apply)

☐ Adaptability
☐ Collaboration
☒ Communication
☐ Creativity and innovation
☒ Digital

☐ Numeracy
☒ Problem Solving
☒ Reading
☒ Writing

Notes: The opinions expressed in this document are the opinions of the College Sector Committee for Adult Upgrading. The Government of Ontario and its agencies are in no way bound by any recommendations contained in this document.

Using Email Effectively in the Workplace

Total /30

Learning in this module

At the end of this module, you should be able to:

- Identify requirements for a workplace email.
- Identify the names and functions of parts of an email.
- Create and send an email using provided guidelines for workplace emails.

Introduction

In this exercise, you will read about communicating effectively in a workplace email. You will compare two styles of email and reflect on the effectiveness of each. Building on what you've learned, you will correct a poorly written email to make it appropriate for the workplace. As a final task you will compose a workplace email using a mock workplace scenario and details.

Workplace communication needs to be:

- Concise
- Accurate
- Appropriate

Emails require that you consider these three important details:

1. Why you are writing
2. Who you are writing to, and
3. What you are trying to communicate

Names and Functions of the Parts of an Email

These are the parts of an email and their functions, along with some considerations.

a) **Subject Line** – the function is to identify the email topic.

- Why are you writing this email?

b) **Salutation or Greeting** – the function is to address or greet your audience.

- Who is your audience (who are you sending the email to?)

- Will you use a formal greeting?

    o e.g. Dear _____, or To Whom It May Concern

- Or an informal greeting?

    o e.g. Hi or Hello

c) **Email Body** – the function is to explain the 'what' and 'why' of your email

- Use paragraph format.

- Use bullets to highlight essential information.

d) **Closing** – the functions is to provide your personal signature

- Remember your audience.

- Will you use a formal closing?

    o e.g. Sincerely or Best Regards

- Or an informal closing?

    o e.g. Talk soon or See you later

Writing The Email

Workplace emails are often forwarded to others in the organization or company.

Being aware of this when you write will remind you to write in a professional manner.
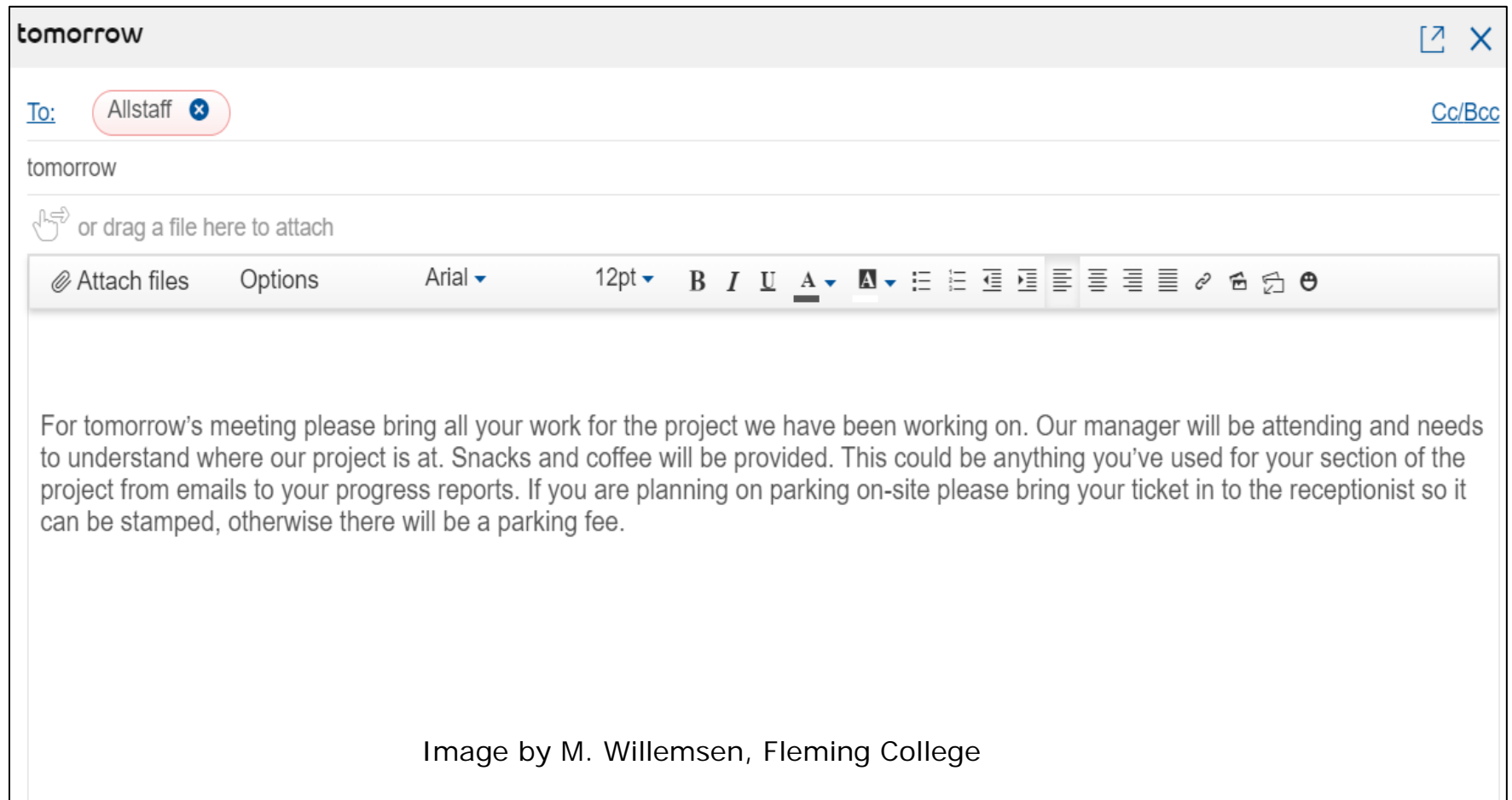
Professional means:

- Using a courteous, formal greeting

    - e.g. Dear or To Whom it May Concern:

- Include only the necessary information and nothing personal.

- Double-check spelling and grammar.

- Use full words and sentences.

    - e.g. Avoid texting language such as **ur**, **lol**, or **ttyl**.

- Avoid profanity or gossiping (remember an email can be passed on to anyone!)

Now, complete three tasks to demonstrate what you've learned.

On the next pages are two examples of the same email.

After reading them, please pause and reflect on which email was better at communicating the information.

Email Sample #1

tomorrow ↗ ✕

To: (Allstaff ✕)   Cc/Bcc

tomorrow

👆 or drag a file here to attach

📎 Attach files   Options   Arial ▾   12pt ▾   **B** *I* U̲ A▾ A▾ ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰ 🔗 📇 🗂 😊

For tomorrow's meeting please bring all your work for the project we have been working on. Our manager will be attending and needs to understand where our project is at. Snacks and coffee will be provided. This could be anything you've used for your section of the project from emails to your progress reports. If you are planning on parking on-site please bring your ticket in to the receptionist so it can be stamped, otherwise there will be a parking fee.

Image by M. Willemsen, Fleming College

Email Sample #2

Friday's Project Review Meeting

To: (allstaff ⊗)   Cc/B

Friday's Project Review Meeting

☞ or drag a file here to attach

🖿 Attach files   Options   Arial ▾   14pt ▾   **B** *I* U̲ A ▾ A ▾ ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰ ⸜ 🖿 🖿 ☻

Hello Project Team!

Tomorrow's project review meeting will be held in the atrium at 10am.

Our manager will be reviewing our progress, so it is important you bring 5 copies of the following materials:

- Your progress report.
- A brief list of tasks completed.
- A brief list of goals for next week.
- Any questions or concerns you may have.

Light refreshments will be served.

Quick reminder - if you plan on parking on-site, please bring your ticket in to be stamped by the receptionist.

See you tomorrow,

John   Image by M. Willemsen, Fleming College

Email Task # 1: Pause and Reflect (5 marks)

Consider the differences between the two emails above.

Write at least two to three sentences to answer the first question, and create a five-point list for the second.

1. Which email is most appropriate for the workplace? Explain why.(2.5 marks)

2. Provide a list of five points to explain the difference between the two emails. (2.5 marks)

Email Task #2 – Fixing the Problems (10 Marks)

For this task you will rewrite the email below, correcting the errors that make it a poor example of workplace communication. Refer to what you've read and to the email samples. Add or remove words as needed.

You can type out your corrected email in a word processing program and print it to give to your instructor, or you can rewrite the email below (or on the back).

TO: All staff
SUBJECT: retirement
Hey

We need to plan a surprise retirement party for the boss. First we need establish a committee of volunteers who are willing to organize everything. If you would like to volunteer please let my secretary know. Then we need make some decisions. We need to choose a venue. We will also need to consider food, decorations, gifts and speeches. Let's meet on Tuesday, late afternoon to start getting everything organized.

Later,
Julie

Email Task # 3: Writing an Email (15 marks)

Now it's your turn to compose an effective email. As you write your email, consider the information above about communicating in an accurate and efficient way, and apply it to your writing.

Below is a workplace situation in a local retail store. Imagine you need to send out a workplace email about the situation with the following information:

- Inform everyone in the building that all washrooms are under repair.

- Management has come to an agreement with nearby businesses allowing employees to use their washrooms until the repair is complete.

- Repairs may take a day or two.
- All employees must be respectful while using other businesses' facilities.
- The lumber store right next door has an accessible washroom.
- Thank everyone for their cooperation.

Tips for Writing Your Workplace Email

1. Open email program and compose the email following the format discussed in the previous pages.
2. Format email correctly and include all the parts described earlier.
3. Carefully choose the opening and body information.
4. Ensure all details listed are included in the email and clearly communicated.
5. Create a professional closing.
6. Proofread the email.
7. Emai the final version to your instructor.

Marking Guide:

Using Email Effectively in the Workplace   (30 marks)

Email Task #1: Pause and Reflect (5 marks)

Consider the differences between the two emails above.
Write at least two to three sentences to answer the first question and create a 5-point list for the second.

<mark>One mark for each complete sentence to a max of 2.5 marks per question.</mark>

1. Which email is most appropriate for the workplace? (2.5 marks)
   - Correct answers will state clearly which email is most appropriate**. (**Use your discretion.)
2. Provide a list of 5 points to explain the difference between the two emails. (2.5 marks)
   - Correct answers will include 5 of the following:
     - Subject is clearly stated.
     - Professional greeting
     - Well organized
     - Sentences are to the point.
     - Spaces between topics
     - Formal closing

Email Task #2 – Fixing the Problems (10 Marks)

For this task you will re-write the email below, correcting the errors that make it a poor example of workplace communication. Refer to what you've read and the email samples. Add or remove words as needed.

> TO: All staff
> SUBJECT: retirement
>
> Hey
> We need to plan a surprise retirement party for the boss. First we need establish a committee of volunteers who are willing to organize everything. If you would like to volunteer please let my secretary know. Then we need make some decisions. We need to choose a venue. We will also need to consider food, decorations, gifts and speeches. Let's meet on Tuesday, late afternoon to start getting everything organized.
>
> Later,
> Julie

<mark>One mark for each correction noted below; email appearance will vary so use your discretion.</mark>

- Clearly stated subject.
- Professional greeting
- Well organized
- Creative organization
- Sentences are to the point.
- Spaces between topics
- Use of a bulleted list
- Definite time provided.
- Clear location of meeting provided.
- Formal closing

Email Task # 3: Writing an Email (15 marks)

Now it's your turn to compose an effective email. As you write your email, consider the information above about communicating in an accurate and efficient way, and apply it to your writing.

1.	Date	
2.	To	
3.	From	
4.	Subject line	
5.	Appropriate salutation	
6.	Appropriate closing	
7.	Informs everyone in building that all washrooms are under repair	
8.	Informs that nearby businesses are allowing employees to use washrooms until repair is complete	
9.	Informs that repairs may take a day or two.	
10.	Conveys importance that all employees are respectful while using other businesses' facilities.	
11.	Accessible washroom at lumber store	
12.	Thanks everyone for their cooperation.	
13.	Appropriate spelling and grammar	
14.	Correct email layout/format	
15.	Overall impression/style	
		/15