

## Tech Etiquette

### Program Introduction

Email is a permanent, written record that can be forwarded or circulated to other people in seconds. Whenever you write an email, the content you send and the manner in which you follow email etiquette gives the recipient a very clear idea about your level of professionalism and how seriously you take your written communication, and as a consequence, your business partners.

Like email, a telephone cannot break etiquette rules by itself - the user is responsible for good (or bad) telephone manners. They are also responsible for the awareness of themselves, others and their surroundings in certain situations. As, one of the most common types of communication, effective telephoning requires good speaking and listening skills, confidence and politeness.

So how good is your tech etiquette?

### Content

#### **Email etiquette**

Formal / Semi-formal / Informal styles

Efficient use of emails

Writing professional emails: structure, content

Being polite and showing gratitude via email

Email etiquette rules – dos and don'ts

#### **Telephone etiquette**

Being professional on the telephone

Taking, leaving and delivering messages

Questioning and listening

Mobile phone etiquette rules – dos and don'ts

### Program Results

#### **Email etiquette**

Use email communication appropriately and efficiently

Understanding of the differences, and know how to use formal, semi-formal and informal writing styles

Use clear structure for emails

Open and close emails using the right style & language

#### **Telephone etiquette**

Understand professional telephone handling guidelines

Take and deliver telephone messages properly

Exhibit good listening skills on the telephone

Understand mobile phone etiquette rules

### Who will benefit from this program?

This workshop is specifically designed for international companies doing business in China with local personnel and local companies with a growing international clientele. It is beneficial for participants at any stage of their career from experienced high-level managers to new employees. Participants should have a certain level of English (minimum: CET6 or IELTS 5.5) in order to get the maximum benefit out of this program.

### Program length

This workshop is run over 2 full days, yet can also be run over several weeks should participants have further language learning requirements.

### Note

*This workshop is intended for participants who regularly read and write emails in English, or speak on the telephone in English. A CET6 or IELTS 5.5 (or above) level is essential for all participants' understanding during the workshop. Should you have participants with lower levels of English, we also offer a Communication Program for Business English that starts from an elementary level upwards.*



### Moments of truth\*

Sending an email

Speaking on the telephone

Making a good first impression (phone, email)

Handling written / telephone complaints

Representation of one's company

Server customers

\* Situations and events in business in which specific knowledge and skills will make the difference between success or failure.