

4-Hour Training Curriculum

Topic: Email Etiquette Using AI

1. Introduction to Email Etiquette and AI

Overview of Email Etiquette

- Importance of professional email communication
- Common challenges in email communication (tone, clarity, response times)

Introduction to AI in Email Writing

- How AI can assist in drafting, editing, and refining emails
- Overview of AI tools for email assistance (e.g., Grammarly, ChatGPT, CrystalKnows)
- Benefits of using AI for effective email communication (speed, accuracy, tone analysis)

Activity:

- **AI Tool Demo:** Showcase how an AI tool like ChatGPT can assist in crafting a well-structured, clear, and professional email. Participants are introduced to AI functionalities like grammar correction, tone adjustments, and email format recommendations.
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2. Structuring Emails Effectively

Components of a Well-Structured Email

- **Subject line:** Creating clear and concise subject lines
- **Salutations and sign-offs:** Choosing the right level of formality
- **Body content:** Structuring the email for clarity and purpose (Introduction, Main Message, Call to Action)

AI-Enhanced Email Structuring

- How AI can help improve email clarity, conciseness, and tone
- Best practices for using AI to structure formal and informal emails

Activity:

- **AI-Generated Email Drafting:** Participants use an AI tool to generate a formal email draft based on a given scenario (e.g., responding to a client inquiry or following up on a meeting). The AI suggestions for structure and tone will be analyzed, and participants refine the emails accordingly.

3. Email Tone and Clarity with AI Support

Understanding Tone in Email Communication

- **The importance of tone: How it can affect the recipient's perception**
- **Avoiding misinterpretation of tone in emails (e.g., overly formal, too casual, passive-aggressive)**

Using AI to Adjust Tone

- **AI tools for analyzing and suggesting improvements to tone**
- **Using AI to ensure clarity, positivity, and professionalism in emails**
- **Examples of AI suggestions for improving tone (politeness, empathy, assertiveness)**

Activity:

- **Tone Adjustment Exercise: Participants input an existing email into an AI tool and observe tone suggestions. They will then revise their email based on the feedback to strike the right tone for different recipients (e.g., colleagues, supervisors, clients).**

4. Proofreading and Grammar Assistance with AI

Common Email Grammar Mistakes

- **Grammar and spelling errors that can impact professionalism**
- **Importance of proofreading before sending emails**

Leveraging AI for Proofreading and Error Detection

- **Demonstrating AI tools for grammar, spelling, and punctuation correction**
- **Best practices for reviewing AI-suggested corrections before finalizing emails**

Activity:

- **Email Proofreading Challenge: Participants receive an email with deliberate grammar and spelling errors. They will use an AI tool (e.g., Grammarly) to correct the errors and improve the clarity and flow of the email. This will highlight how AI can enhance professionalism in email communication.**

5. Managing Email Overload with AI

Efficient Email Management

- **Managing email volume and prioritizing responses**

- **Strategies for organizing and decluttering inboxes**

AI for Email Management and Automation

- **AI tools that can help automate email responses, schedule follow-ups, and organize inboxes (e.g., Gmail Smart Reply, AI-based email filters)**
- **Setting up email templates and automated replies using AI**

Activity:

- **AI-Driven Email Automation Exercise: Participants will set up automated replies or email filters using an AI tool. This will help them manage their inbox more efficiently and ensure timely responses to important emails.**
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6. Final Email Etiquette Guidelines with AI Assistance

Best Practices for Email Communication

- **Email response times and follow-up protocols**
- **CC/BCC etiquette and understanding email threads**
- **Using AI responsibly and not over-relying on automation**

Activity:

- **Real-World Application: Participants will work in groups to write a series of emails based on various scenarios (e.g., resolving a conflict via email, requesting information, or sending a formal announcement). They will use AI to enhance clarity, tone, and structure, followed by a discussion on best practices learned during the session.**