RESOURCES

15 Grammar Goofs that Make You Look Silly http://www.netmanners.com/2717/do-you-make-these-grammar-goofs/

How to Improve Your Email Etiquette http://www.wikihow.com/Improve-Your-Email-Etiquette

Infographic - Tips to Better Email Etiquette http://designyoutrust.com/2011/08/exclusiveinfographic-email-etiquette-%E2%80%93-morethan-just-manners/

5 Useful Email Expressions https://www.youtube.com/watch?v=itLLVAJjXNI

Parts of a Business Email http://www.ehow.com/about_5068187_partsbusiness-email.html

EXERCISES

Email Writing Lesson Plan http://www.teachingenglish.org.uk/lessonplans/email-writing

hink, write, and think again.

Email is a static, one-way channel – unlike live communication, there's no way to get immediate feedback (from facial expressions or voice responses) to know if we are being effective or even understood. So think twice before hitting the send key.

Protect your recipients identity.

If your email is being sent to just one person, use the "To:" field. When your email is being sent to more than one person, use the "CC:" field. For email sent to multiple recipients when they don't need to know who else you sent to, use the "BCC:" field.

Use a meaningful subject line.

Give memory

This is the first thing your reader sees. Use a subject that relates to the message you're sending. Without a subject line your note will probably be seen as another piece of junk mail. Avoid generic words like "Hi" or "Check This Out".

a helping hand. When replying to emails, include a copy of the prior emails you've traded with the person on the topic, don't just send a new message. It's not always possible to remember every single 'conversation' you have had with every single person.

Email Writing Worksheets http://www.businessenglishonline.net/resources/email-english-worksheets/

CLASSROOM IDEAS

- ✓ Have students analyze real examples of good and bad emails in pairs and come up with a list of Do's and Don'ts
- ✓ As a class, brainstorm useful email phrases and label them as informal/formal
- ✓ Have students discuss what they think proper email etiquette looks like. Report back results of the discussion to the class. How do the students' answers compare to those in *How to Improve Your Email Etiquette*.
- ✓ Have students practice writing emails, exchange them with one another for peer feedback, and then choose one or two to review together as a class