Better E-mailing

EAE Learning objectives for this lesson

Learn new vocabulary for e mailing. Learn new techniques for internal communication and e mailing. Practice your reading comprehension. Practice expressions for e mailing. Practice writing an e mail. Practice discussing communication issues.

Activity One - Ask and answer

1. Do you think that some e mails are too long and unclear and that people don't seem to get to the point?
2. Do you feel that people send messages without reading them through before they press send?
3. Do you feel that you get too many messages each day? Or each minute?
4. Do you consult your messages on your i phone?
5. Do you sometimes feel a bit obsessed about checking your e mail?
6. Do you feel that you have to respond straight away?
7. What do you think the acceptable response time is for an e mail?
8. Does your company give guidelines for response time or for e mail format?
9. Do you check e mails at the weekend?
10. Do you think that e mails from your company should be all in the same format?

Activity Two - **E mail best practices.**

Read the best practice advice and then with a partner make your own list of best practice for e mailing, you can include some or all of the following points in your list and also add your own ideas:

1 Plan a specific time each day for answering your e mails.
2 Always write a clear concise subject when sending an e mail. For example explain if it's an e mail requiring action, or asking for an opinion or just for information. Always present your subject in the same way.
3 Don't include heavy attachments. Compress the attachments or add a link to the cloud instead.
4 Decide which e mails are urgent, which are important and which can wait instead of trying to answer them all immediately.
5 Ask yourself if it would be better to pick up the phone or schedule a meeting rather than sending an e mail.

Activity Five - **Make some expressions..**

With the following words try to write as many e mail expressions as you can, work with a partner, let's see who can make the most.(Don't prepare this at home).

- ☑ To whom.. .....
- ☑ Yours with.. .....
- ☑ Best.. .....
- ☑ Please find.. .....
- ☑ Don't hesitate.. .....
- ☑ Please could you.. .....
- ☑ Thanking you.. .....
- ☑ Concerning.. .....
- ☑ In reference... .....
- ☑ I would... .....



Activity Four - **Signing off.**

Here are some different ways of ending an e mail. Which do you like the best? Which are new?

- ☐ **All the best,**
- ☐ **Kind regards,**
- ☐ **Best wishes,**
- ☐ **Best regards,**
- ☐ **Warm regards,**
- ☐ **Take care,**
- ☐ **Looking forward to hearing from you,**
- ☐ **Thanks for your consideration,**
- ☐ **I hope that this helps you,**
- ☐ **Yours sincerely**
- ☐ **Sincerely**

Activity Five - Gap Fill - fill the gaps with the correct e mailing words. (Please prepare this activity before the lesson.)

Appreciate I really …….. the help. / time / assistance / support you've …….. me.

Attach – Please …….. the report attached/ As you can see from the……..

Best – ……. the best/ Best wishes/ …… my best wishes on to John/ …….. regards

Convenience – Please reply at your earliest ……../ We would like to apologize for any inconvenience ……../ Please let me know what dates are …….. for you

Concern - To whom it may ……./ I'm writing to you ……..

Forward – I look …….. to hearing from you soon/ Please …….. this to John

Hear – …….. to hear from you soon/ It was really nice to …….. from you

Inform – We …….. to inform you that.../ We …….. like to inform you that.../ If you need any further ……., please do not …….. to contact me

Matter - Thank you once more for your help in this ……...../ It does not matter if you can't reply straight ……./ I would ……..…. your immediate attention on this matter.

Thanks/ Thank you – Thanks (again/ in advance)/ Thank you ……. your email/ quick reply/ ……. back to me so quickly/ …….. the time to see me yesterday.

Activity Six **- E mail Message -**

Compose an e mail on a piece of paper. Pass it to someone else in the class and they will answer your e mail on the other half of the page. Then let's correct it together.

