

# Email Use and Etiquette Workshop

Compiled by the *Community  
Technology Empowerment  
Program - SPNN and Right  
Track*



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Workshop (4 of 4)

1.5 Hours

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## Table of Contents

Lesson Plan .....	1
Handout #1 – Good vs. Bad Email Etiquette. ....	3
Handout #2 – Proper Email Structure.....	4
Handout #3 – Create and Email Address .....	6

# Lesson Plan

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**Program Leaders Needed:** 1

**Time Estimated:** 1.25 hours

**Material/Equipment Needed:**

- 1 instructor computer with a projector to display the PP presentation
- 1 computer with internet connection and an internet browser per participant
- 1 copy of *Handout #1 - Good vs. Bad Email Etiquette* per participant
- 1 copy of *Handout #2 - Proper Email Structure* per participant
- 1 copy of *Handout #3 - Create an Email Address* per participant

**Objective:** Youth will create an email address, understand use of email in a professional environment, and learn proper email etiquette for the workplace. Youth will also take the Email Northstar assessment that will yield a certification in the subject if passed.

## 1. Basic Email PowerPoint Presentation ~ 15 minutes

*-Have a computer/projector ready to go with the "Basic Email.pptx" PowerPoint presentation.*

- Go through the presentation with the participants. Make sure not just to touch on what these functions are, but how they are used in a professional environment.

## 2. Good vs. Bad Email Etiquette ~ 10 minutes

*-Distribute a copy of Handout #1 - Good vs. Bad Email Etiquette per participant to each participant*

- Have youth take a look at the "Good vs. Bad Email Etiquette.docx" sheet in pairs and identify 4 differences and decide which email is better.
- Bring the group back together. Have them share their observations and record them on a whiteboard or poster paper.
- Ask them to share their arguments for which email is better for communicating with an employer and why.

## 3. Proper Email Structure – 10 minutes

*-Distribute a copy of Handout #2 - Proper Email Structure per participant to each participant*

- Introduce the different parts of an email and how to use each field and structure adequately when writing a formal email.
- Reinforce that employers and many others (like program leaders, admissions counselors, teachers, and community members) will notice if an email is unprofessional, even if they don't say anything about it. It suggests either that you don't have enough experience to understand a professional environment, or that you do not take the time to do good work. Neither of these will encourage people to learn more about what you have to offer.

#### 4. Send a Professional Email ~ 20 minutes

*-Use computers for this exercise*

*-Distribute Handout #4 - Create an Email Address to those who need new accounts*

- Stress the importance of using an email address that looks and sounds professional when communicating with employers, colleges, and other people you don't know. Give youth examples of poor choices for email addresses. Some examples of poor email addresses could be: [xoxohellokitty56@gmail.com](mailto:xoxohellokitty56@gmail.com) or [1manwolfpack@gmail.com](mailto:1manwolfpack@gmail.com).
- Post your email address somewhere clearly visible to all participants
- Ask them to send a professionally written email to your email address. They should pretend that you are a potential employer and they are trying to request more information about an open cashier position. (Alternate scenarios: requesting an informational interview, asking a teacher to serve as a reference, etc.)
- Post-training, if possible, send them tips on how to improve their email etiquette.

#### 5. Administer Northstar Digital Literacy Assessment on "Using Email" ~ 30 minutes

This test can be given informally to help youth gauge what they still need to learn how to do. It can also be offered as a proctored assessment if your organization is certified to proctor the test.

To learn how to be a Northstar Digital Literacy sponsor site [here](#).

# Handout #1 – Good vs. Bad Email Etiquette

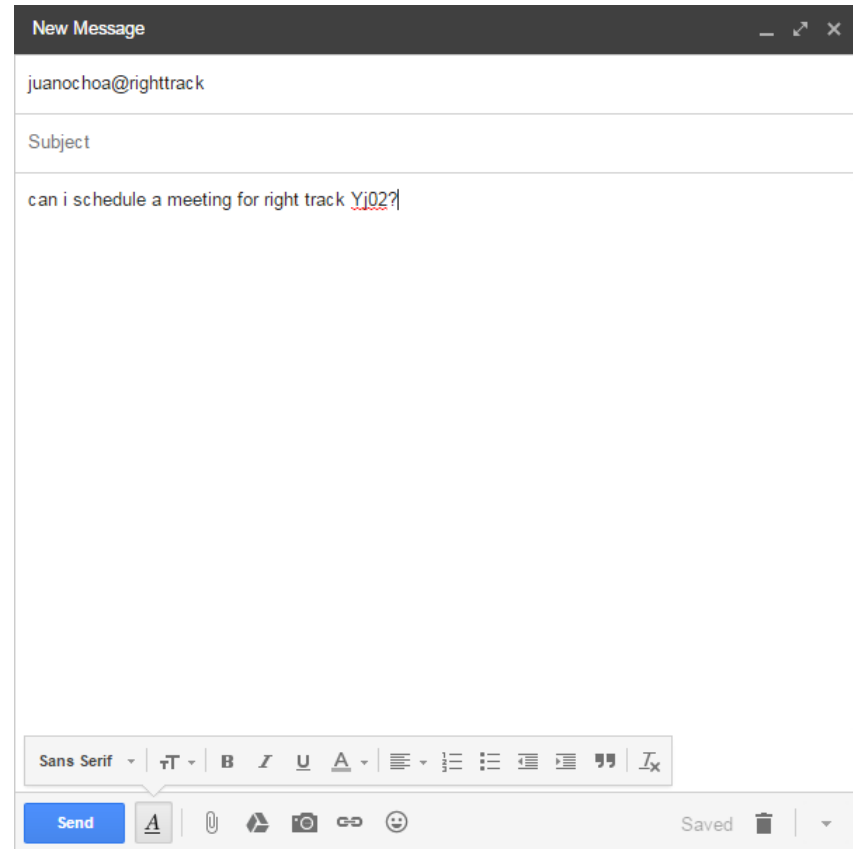
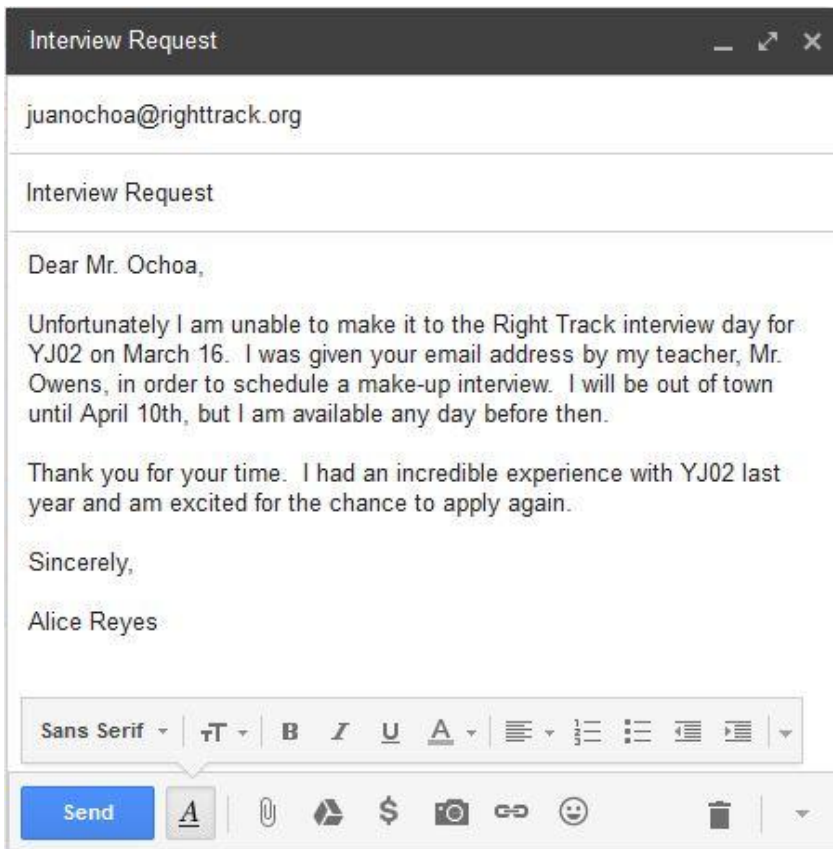
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Find four differences between the email on the left side and the one on the right side. Is one better than the other? Why?

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## Handout #2 – Proper Email Structure

**To Field:** Who is your email for? Type in the full email address of the recipient.

**Subject Line:** A short sentence that summarizes the reason you wrote the email.

**Greeting:** This is where you greet your recipient. If you do not know him/her, use the last name.

**Body:** The main paragraph of your email communicates your main message. Use proper grammar and punctuation and be sure to capitalize when needed. Emails are not text messages!

The screenshot shows an email client interface with a dark header bar containing the text "Interview Request" and window control icons. Below the header, the email content is displayed in a light gray background. The "To" field contains the email address "juanochoa@righttrack.org". The subject line is "Interview Request". The body of the email starts with a greeting "Dear Mr. Ochoa," followed by two paragraphs of text. The first paragraph explains the sender's inability to attend an interview on March 16 and offers a make-up interview. The second paragraph expresses gratitude for a previous experience. The email ends with the closing "Sincerely," and the sender's name "Alice Reyes". A rich text editor toolbar is visible at the bottom, including a "Send" button and various formatting icons. Red arrows point from text boxes to specific parts of the email: the "To Field" box points to the recipient's email address; the "Subject Line" box points to the subject text; the "Greeting" box points to "Dear Mr. Ochoa,"; the "Body" box points to the main text paragraphs; the "Closing" box points to "Sincerely,"; and the "Full name" box points to "Alice Reyes".

Interview Request

juanochoa@righttrack.org

Interview Request

Dear Mr. Ochoa,

Unfortunately I am unable to make it to the Right Track interview day for YJ02 on March 16. I was given your email address by my teacher, Mr. Owens, in order to schedule a make-up interview. I will be out of town until April 10th, but I am available any day before then.

Thank you for your time. I had an incredible experience with YJ02 last year and am excited for the chance to apply again.

Sincerely,

Alice Reyes

Sans Serif | T | B | I | U | A | | | | |

Send | A | | | | | | |

**Closing:** Short couple of words that indicate the end of your email with courtesy.

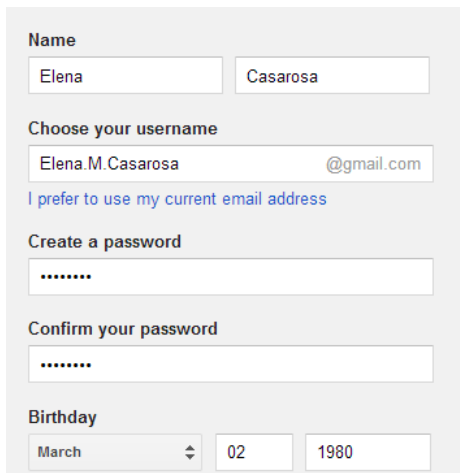
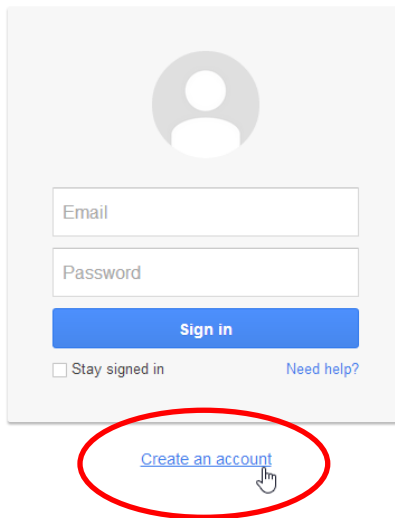
**Full name:** Include first and last name.

## Handout #3 - Create an Email Address

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If you do not have a Google account yet, or your current address would not be appropriate for a professional work environment, you will need to create a new one.

**Step 1:** Go to [www.gmail.com](http://www.gmail.com). Select “Create an account” under the sign-in box.



**Name**  
Elena Casarosa

**Choose your username**  
Elena.M.Casarosa@gmail.com  
[I prefer to use my current email address](#)

**Create a password**  
.....

**Confirm your password**  
.....

**Birthday**  
March 02 1980

**Step 2: Complete the sign-up form.** If the username you wanted is already taken, try adding different punctuation or numbers. (E.g. “jamal.washington@”, j.f.washington@, jamalwashington15@).

When choosing a password, avoid ones that are easy to guess (like your name, your birthday, “password,” or “love.”). When the form is complete, hit “Next step.”

**Step 3:** Review and **accept the Terms of Service and Privacy Policy.** Then hit “Next step.”

**Step 4:** On the final page, you can add a photo to your profile page by selecting “Add a photo,” or you can skip this step by hitting “Next steps.”