

QUEST SERIES

QNET presents:

Writing Email That Works

Thursday, December 2, 2010 – 7:30 a.m. to 9:30 a.m.

Email is the workhorse of communication within and between organizations. In today's increasing e-business environment, more and more organizations are turning to an online form of communication with their clients. Yet, in spite of its importance, email is frequently dashed off with little thought given to clarity or to the needs of the reader. The result? The image of the writer and the organization is undermined. Avoid these email pitfalls. Learn the strategies that will give you an email reputation to be proud of.

Designed for leaders and employees who communicate by email as part of their job, this presentation focuses on

- writing from your reader's perspective
- putting the right information in the right place so the reader understands it and knows what to do with it
- being aware of the tone of your message
- formatting so the recipient has an easy read

Presenter: Marie Antaya is the director of Eclectic Communications – a highly recognized training and consulting company specializing in communication development. Marie has over ten years of experience as an adult educator in a variety of subjects, including business communication. She has worked in leadership roles in the private, non-profit and public sectors. Using her combined experiences, Marie delivers informative, practical workshops tailored to the audience's needs.

QUEST is a series of information sessions that bridge the gap between business needs and local consulting expertise. Presentations feature a variety of concepts, tools and practices relevant for today's workplace.

PRESENTED IN PARTNERSHIP WITH: Canada / Manitoba Business Service Centre, Industry Workforce Development, Manitoba Entrepreneurship, Training and Trade

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Participants will receive location/final details about 3 days prior to session; please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. GST Reg # 899755334RT.



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