## Writing emails

This activity aims to enable a worker to send workplace appropriate emails. It provides a series of examples for workers to practise preparing emails and to review emails in the context of how they are read by colleagues.

### Who is this activity aimed at?

### This activity allows a worker to practise preparing and reviewing emails based on a series of real workplace scenarios. The activity builds a worker’s knowledge of how to prepare an email suitable for the workplace.

### Outcome:

Emails are a commonly used form of communication within workplaces. This activity will enable a worker to practise writing emails. It will assist them to improve this aspect of their communication.

### Preparation:

An experienced and good email writing eg. Supervisor or colleague, will work with a learner to undertake the activity below. A discussion on how email is used in your workplace would assist the learner understand when it is appropriate to use email and when a conversation is better. Some workplace examples may assist in this process.

### What will you need?

You will need a quiet room, away from day to day activities. You will need access to a computer/iPad etc. with the email software you use in your workplace. A supervisor or colleague who is proficient in your workplace email protocols will support the worker through this activity.

**Activity**

Practise writing effective emails, by responding to the following situations. It is a good idea for the learner to email the message to the colleague. The learner and colleague can then look at how it is received and discuss it.

1. You need to ask a team member to come to work early tomorrow to help with a delivery. Make this request by email. Make sure you specify what time you want them to come and why?
2. You need to change the time of the regular toolbox meeting from the Tuesday to the Wednesday. Let your team know by email.
3. There will be visitors on site on Wednesday, touring the plant. Let your team know by email that they need to ensure they transport products within the plant with additional care, as visitors may be unfamiliar with staying within the marked safety pathways.
4. You are about to take annual leave and you want to send your team a reminder to make sure an order is completed, and delivered, while you are away. Send this reminder by email.
5. Read the emails below. Prepare a reply to the following emails. Would you have sent them? Why?

|  |
| --- |
| Brian  You’re late with your monthly reports. Make sure you have them to me by COB tomorrow.  Thanks  Alicia |

|  |
| --- |
| Hi Ned  I’m writing to invite you to our network lunch on Friday at 12.30, at the Station Hotel. Hope you can make it and give us an update on your project. Let me know.  Many thanks  Klynton |