

Professional Email Communication

Project Title: Mastering Professional Email Communication

ISTE Standard: 6: Creative Communicator (6a) – Communicate clearly and expressively for a variety of purposes using the tools of digital technology.

Objective:

Students will demonstrate their ability to compose and manage professional emails. They will apply proper email etiquette, organize their inboxes, and practice email safety.

Materials Needed:

- Computers or tablets with internet access
 - Email accounts (Gmail, Outlook, or similar)
 - Access to an email account for sending and receiving emails
 - Email etiquette handout (printed or digital)
 - Projector for demonstration
 - Sample email templates
 - Folder for organizing emails
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Project Overview:

Students will practice sending professional emails, responding to emails, managing their inboxes, and applying proper email etiquette. They will also work on organizing their email folders and ensuring they follow safe email practices.

Project Steps:

Step 1: Introduction to Email Communication

- Briefly introduce what email is and its importance in both professional and personal contexts.
- Show students the components of a professional email: **subject line, greeting, body, closing, signature.**

Step 2: Sending and Writing Emails

- Guide students through composing a professional email. Discuss tone, language, and format.
- Each student will write a professional email to either a classmate or teacher, asking a question related to their schoolwork. The email should include:
 - A subject line
 - A greeting
 - A clear, polite body with a question or request
 - A polite closing and signature

Step 3: Replying, Forwarding, and Organizing Emails

- Teach students how to reply to emails and how to forward messages to others.
- Discuss the importance of organizing their inbox by creating folders (e.g., "School", "Personal", "Important").
- Students will practice organizing their inbox by moving emails into appropriate folders, archiving important emails, and deleting unnecessary ones.

Step 4: Email Safety

- Discuss safe email practices, including avoiding sharing personal information and recognizing phishing attempts.
- Encourage students to report suspicious emails to a trusted adult.

Step 5: Project Submission and Reflection

- After students have written, replied to, and organized their emails, they will submit a copy of one email they sent, one reply they received, and a screenshot of their organized inbox.
- Students will reflect on their experience by answering questions like:
 - What did you learn about email etiquette?
 - How did you organize your inbox?
 - How will you use email safely in the future?

Project Assessment Criteria:

- **Professional Email Composition (40%):** Clear, polite language, proper structure (subject, greeting, body, closing).
- **Inbox Organization (30%):** Creation of folders and proper organization of emails.
- **Email Etiquette and Safety (20%):** Correct use of email etiquette and understanding of safety practices.
- **Reflection (10%):** Thoughtful answers to reflection questions about their email experience.

Estimated Time to Complete:

2 days (may vary depending on the pace of students).

Note: Clean-up

- After completing the project, students should ensure that they have logged out of their email accounts and that any sensitive or personal information is protected.
- Encourage students to clear any unnecessary emails from their inbox to keep it organized and efficient.