

# 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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# Lesson Plan

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**Program Leaders Needed:** 1

**Time Estimated:** 1.5 hours

**Material/Equipment Needed:**

- 1 computer with internet connection and an internet browser per participant
- 1 copy of *Handout #1 - Create an Email Address* per participant
- 1 copy of *Handout #2 - Good vs. Bad Email Etiquette* per participant
- 1 copy of *Handout #3 - Proper Email Structure* per participant
- 1 copy of *For Program Leader – Participant Email Log*

**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. Warm Up (Optional) – Human Knot ~ 10 Minutes

- Everyone stands in a close circle and puts both hands into the middle. Everyone randomly grabs hold of someone else’s hands, creating a massive knot. (Each hand should be held by a different person). Without letting go of hands, the group should try to untangle itself without letting go of their peers’ hands.

## 2. 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. Have participants guess different vocabulary words before explaining a concept from the slides, such as reply, forward, etc.

## 3. Create an Email Address ~ 15 minutes

*-Distribute a copy of Handout #1 - Create an Email Address to each participant.*

*-Have one copy of “For Program Leader – Participant Email Log” ready for the activity.*

- Have program participants follow the instructions from the “*How to Create an Email Address.docx*” sheet. This short activity gives youth the ability to create an email address from a popular email service provider to use in the future. This email address can be used in later activities as well.
- Stress the importance of creating an address that looks and sounds professional using a combination of their name and numbers. 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).

*-Compile a list that includes the name of all the participants and their email addresses using the “For Program Leader – Participant Email Log” sheet.*

#### **4. Good vs. Bad Email Etiquette ~ 15 minutes**

*-Distribute a copy of Handout #2 - Good vs. Bad Email Etiquette per participant to each participant*

- Have youth take a look at the “Good vs. Bad Email Etiquette.docx” sheet and have them answer the question. Point out to them that one has better etiquette than the other and they are supposed to find the elements that make one email better than the other.

*-Distribute a copy of Handout #3 - 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.

#### **5. Send an Email to Your Peers ~ 15 minutes**

*-Use computers for this exercise*

*-Paste the completed “Participant Email Log” sheet to the whiteboard or a wall*

- Have youth log on to their previously created emails and send a full message to the program leader’s email address. The email must include all of the proper etiquette rules covered in the previous activity.
- The body should contain at least one question for the program leader.
- The program leader will reply to all of the emails individually with answers to the questions asked by the youth.
- Once youth receive the reply, they will go ahead and forward the email to one of their peers’ email address that can be found on the *For Program Leader – Participant Email Log*

#### **6. Email Northstar Certification Test ~ 30 minutes**

There will be an instructional document that highlights how to proctor a Northstar assessment with the website address and necessary credentials to access the Northstar admin back end. If your organization doesn’t have access to a proctor manual, learn how to be a Northstar Digital Literacy sponsor site [here](#).

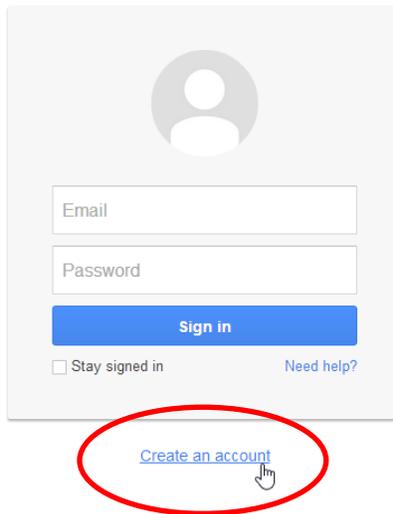


# Handout #1 - Create an Email Address

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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.

A screenshot of the Gmail account creation form. It has several sections: "Name" with two input fields containing "Elena" and "Casarosa"; "Choose your username" with an input field containing "Elena.M.Casarosa@gmail.com" and a link "I prefer to use my current email address"; "Create a password" with a masked input field; "Confirm your password" with another masked input field; and "Birthday" with a dropdown menu showing "March", and two input fields for "02" and "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 4:** Review and **accept the Terms of Service and Privacy Policy.** Then hit “Next step.”

**Step 5:** 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 step.”

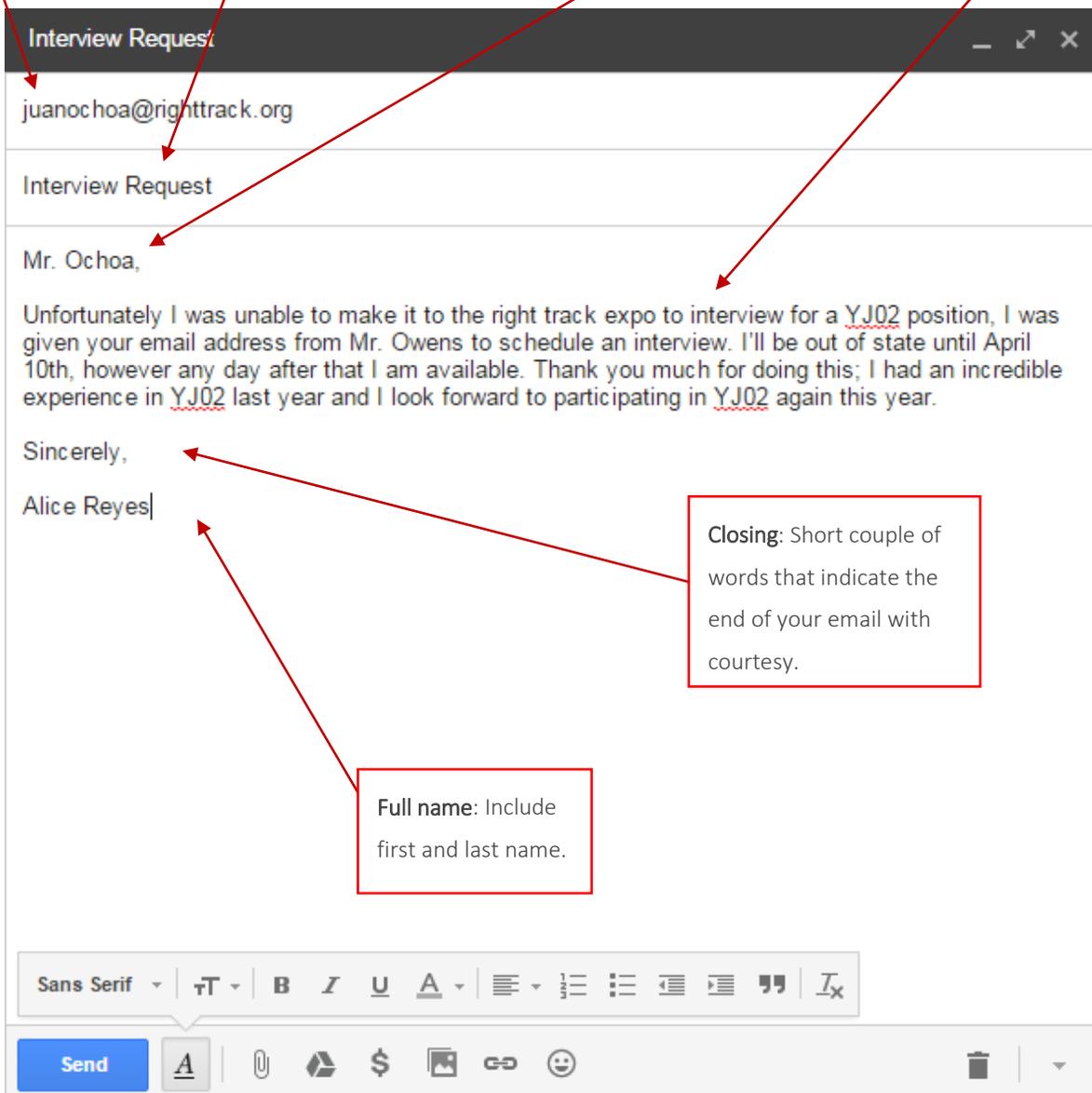
## Handout #2 – Proper Email Structure

**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!



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

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

## Handout #2 – Good vs. Bad Email Etiquette

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

