**Instructor: Professor Moses**

**Course Title: ENGL393: Technical Writing**

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**Lesson Plan #1: Writing Professional Emails**

**Fall 2016**

**Overview:** This course lesson will take place online. Students will learn how to communicate effectively by email, taking into account the purpose and audience of their message, and the tone they want to convey.

**Objective:** Students will:

* learn the rules of composing an email, how to
* compose professional emails
* articulate and employ general email etiquette.

**Materials Needed:**

* Computer
* Internet access
* Link to “[How to Write Clear and Professional Emails”](https://business.tutsplus.com/articles/how-to-write-clear-and-professional-emails--cms-20939) article **(10 min)**
* YouTube Video [“Writing Effective Emails”](https://youtu.be/JjgWiJnGS5g) **(2 min 45 sec)**

**How This Is Related:** Students have just completed their Job/Internship Selection + Resume and Cover Letter assignment and now they are working on their Extended Definition Assignment. In the ENGL393: Policies and Procedures section, technical communication is very important in this course. This includes sending emails to each other in a professional manner including correct grammar, spelling, capitalization, and proper salutations. Students are required to write for specific audiences and it’s important for them to know how to compose a professional email to anyone who is in a professional setting such as employers, teachers, teaching assistants, etc. This course lesson will reiterate the importance of effective technical communication through discussion board exercises, quizzes, and online class activities to test students’ knowledge and improve their technical communication skills.

**Overall Time Estimate: Approximately 2 hours and 45 min**

**Quiz:** Students will take an email etiquette quiz to test their understanding of core e-mail etiquette principles that will help them to become a courteous communicator. Email Etiquette link- <http://www.netmanners.com/email-etiquette-quiz/>.

**Discussion Board Post (15 min):** In 100-300 words, students will discuss their results from the email etiquette quiz.

Questions to consider: **(30 min)**

* How did some of the questions in the quiz relate to a real life situation you had when trying to send an email? For example, how do you respond to insulting emails?
* Based on your own knowledge, what do you know about sending effective emails? What don’t you know?

**Class Activity (1 hour and 30 min):** Students will write two emails: the first trying to arrange a meeting; the second responding to somebody else who is trying to meet with them. Students will comment on the [Google Doc](https://docs.google.com/document/d/1MK7YDEKnoXe2GXLQ4b2kewdgSUbZRa98KezTjme0g0k/edit?usp=sharing) using the comments button and respond to at least 2 people on what they did well and what they could improve on in their composed email.

**Assessment Survey (5 min):** [Writing Professional Emails Feedback Survey](https://docs.google.com/forms/u/0/d/1l6njzTpJ_m2n6ZcALAHq2RS40HrD5TroSSqXKB4pf00/edit)

**How Students will be assessed:** Students will take the email etiquette quiz in order to test their current knowledge. The discussion board post serves a reflection for students to discuss their results from the email etiquette quiz and provide their own person experiences with emailing. The class activity is a way for students to test their knowledge and practice. Lastly, students will complete a quick survey to provide their feedback on the lesson on writing professional emails.

**Reflection:** (TBA: Will include in Lesson plan #2)

**Supplemental Resources:**

* [Slideshare: Writing Effective Emails](http://www.slideshare.net/neolani/writing-effective-emails-5604194)
* [“Writing Professional Emails”](https://bsosundergrad.umd.edu/academics/writing-professional-emails)
* [Slideshare: Email Etiquette Presentation](http://www.slideshare.net/celiatarnowski/email-etiquette-presentation-13670059)