

## Write Better Emails – Online

Intensive practice and individual support

### Aims

This three-part webinar will help you write exactly the kind of emails *you* need to write. After completing this course, you will have a full set of perfect email formats to use in the future, plus a collection of the key vocabulary and phrases you need in your correspondence.

### Content and working method

#### 1. Interactive webinar:

- Getting the formalities right—Mrs or Ms? Yours sincerely or Best regards? How do you address a European Commissioner?
- Key phrases for different types of emails, e.g. enquiries & replies, invitations & travel arrangements, organising events, etc.
- Making your email more or less formal
- Structuring your email to make it reader friendly
- Identifying your typical mistakes and dealing with them

**2. Individual practice:** Send in a selection of your own work emails for correction and get detailed written feedback on typical mistakes.

**3. One-to-one online coaching:** an individual 30-min. online video conference with the trainer to discuss the feedback on your emails and answer all your questions.

### Target group

Experts and administrative staff who need to communicate internationally by email, e.g. with their colleagues in other countries or EU institutions.

This seminar is open to people with CEFR levels B1, B2 and higher.

NB: If you attended the seminar "Write Better Emails" before 2018, you are welcome to come to this new workshop for additional practice and support.

### Trainer

Sue Norris, M.Ed. B.A.

## **Time & venue**

Length: 2 x 150-min. webinar sessions (incl. breaks)  
1 x 30-min. one-to-one online coaching session

Seminar number: OT-ES-E 312

Date: Webinar: 1-2 December 2020, 9.00-11.30hrs each day  
Coaching: Time to be arranged individually.

Venue: online, using video-conferencing and email

## **Organisation**

In the hands of: Ursula Eder  
Secretariat: Petra Ranzenbacher

## **Tip**

To get individual support with your upcoming presentation, book a "Presentation Coaching" session with a trainer.

## **About**

### **Sue Norris, M.Ed., B.A., RSA Dipl. TEFLA**

Expertin für englische Fachsprache und Kommunikation, Trainerin und Coach.

Arbeitsschwerpunkte: English for Law, Politics, Government & Public Administration. Studium der Germanistik und TESOL. Vormalig Lehrtätigkeit an der Johannes Kepler Universität Linz, der Wirtschaftsuniversität Wien und der Donau-Universität Krems.

[sue@norrissandsteiner.at](mailto:sue@norrissandsteiner.at)