MERCURY

Professional Email Writing and Correspondence Management Course

20 – 24 September 2027
Nairobi (Kenya)



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Professional Email Writing and Correspondence Management Course

Ref: 54_1084284 **Date:** 20 – 24 September 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

The Professional Email Writing and Correspondence Management Course is a one-week course for office staff, secretaries, coordinators and administrative employees who send and receive a heavy daily flow of work email. You practice writing clear messages in the right tone and running an organized inbox with follow-up, security and archiving, and you leave with your Email Correspondence Playbook. Mercury Training Center delivers this course for teams that depend on written workplace communication.

About This Course

Long, unfocused emails and overloaded inboxes delay decisions, lose requests and trigger repeated chasers. To follow this course, you should already use email every working day and deal with internal and external contacts. You practice by rewriting real messages, setting up triage rules, and handling sensitive correspondence in timed simulations.

Who It Is For

- Staff responsible for receiving, routing and answering correspondence on behalf of a manager or department.
- Staff responsible for coordinating between departments and outside parties through requests, circulars and reminders.
- Staff responsible for answering client and public inquiries and written complaints by email.
- Staff responsible for running shared mailboxes and keeping correspondence records organized and retrievable.
- Staff responsible for drafting messages that go to senior leaders or are sent in a department's name.

This course is not for readers who need long formal reports and official letters, who are better served by a report and business writing course, nor for marketers running email campaigns, who are better served by a digital marketing course.

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Competencies You Will Build

- Clear Concise Drafting: Writing emails that lead with the request and present information in short paragraphs readers grasp on first reading.
- Professional Tone Control: Choosing the right register for executives, peers, clients and outside organizations without sounding curt or wordy.
- Inbox Triage: Sorting, categorizing and prioritizing incoming mail with rules, folders and color categories.
- Follow-Up Discipline: Tracking open requests, sending timely reminders and keeping agreed response times.
- Sensitive Message Handling: Answering complaints, apologies, refusals and urgent requests in balanced language.
- Email Security Awareness: Spotting phishing attempts, protecting attachments and archiving important messages for retrieval.

What You Will Be Able to Do

By the end of the course you will be able to:

- From a long, rambling message, rewrite it as a short email with a clear subject line, a specific request and a reply deadline.
- Given a recipient list and a topic, decide who goes in To, CC and BCC and when Reply All is justified.
- Using filtering rules and folders in Microsoft Outlook or Gmail, build a sorting setup that keeps unread mail at a level you can clear daily.
- From an angry written complaint, draft a reply that acknowledges the issue, states the action taken and protects the organization's standing.
- Given a suspicious message, check it for phishing indicators and choose the correct action before opening any link or attachment.
- Using a set of ready reply templates and a tracking log, standardize your team's answers to recurring inquiries.

Course Content

Day 1: Foundations of the Professional Email

- Anatomy of a Work Email: Subject Line, Greeting, Body, Call to Action, Closing and Signature
- Writing Subject Lines That State Purpose and Support Later Search
- Defining Purpose and Reader Before Drafting a Message
- Bottom Line Up Front Ordering for Requests, Updates and Decisions
- Common Grammar, Wording and Clarity Errors in Workplace Email

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Day 2: Tone, Style and Email Etiquette

- Adjusting Tone for Executives, Colleagues, Clients and External Bodies
- To, CC, BCC and Reply All Etiquette in Departmental Communication
- Attachment Handling, File Naming and Referencing Files in the Message Body
- Drafting Requests, Reminders and Internal Circulars
- Reader-Focused Writing and the AIDA Structure for Persuasive Messages

Day 3: Inbox Management and Follow-Up

- Organizing the Inbox with Folders, Categories and Rules in Outlook and Gmail
- Inbox Zero and Four-Way Triage: Delete, Do, Delegate, Defer
- Scheduling Email Processing Blocks to Reduce Interruptions
- Tracking Pending Requests, Response Times and Reminder Timing
- Running Shared Mailboxes and Assigning Ownership within a Team

Day 4: Sensitive Correspondence, Security and Archiving

- Replying to Complaints, Apologies and Refusals While Preserving the Relationship
- Handling Urgent and Confidential Messages and Choosing a Call or Meeting Instead
- Phishing and Impersonation Indicators and Internal Reporting Steps
- Classifying Correspondence by Sensitivity and Protecting Attachments and Personal Data
- Archiving Key Messages and Linking Them to Department Records

Day 5: Applied Practice and Playbook Completion

- Exercise on Rewriting Long Workplace Emails into Concise Requests
- Exercise on Building a Triage and Rules Setup for an Overloaded Inbox
- Exercise on Answering an Angry Client Complaint and an Internal Refusal
- Using AI Writing Assistants for Drafts with Human Review Before Sending
- Final Assembly of the Email Correspondence Playbook with Templates, Rules and Tracking Log

Case Studies and Exercises

The course includes these suggested activities based on realistic workplace situations:

- Case study: A support services department in a public sector organization is slow to answer internal requests; you design a triage and follow-up setup that assigns an owner and response time to each request type.
- Case study: A retail banking client sends a written complaint about a transaction error; you draft a reply that resolves the concern and sets out the next step.
- Exercise: The procurement team of a manufacturing company receives a suspicious email asking to change supplier payment details; you identify the fraud indicators and the correct response.
- Exercise: The front desk of a healthcare facility receives the same questions daily; you build a set of reply templates for recurring inquiries.

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What You Take Back

You return with your Email Correspondence Playbook and apply it during your first month to your own inbox and your team's shared mailbox, aligning reply style, enforcing response times and cutting message backlog. The playbook contains:

- Reply templates for requests, reminders, apologies, refusals and complaint responses
- Inbox sorting rules and categories with a response-time table by message type
- A follow-up log for open requests and a pre-send checklist
- Email security guidance, sensitivity classification and archiving steps

Quick Answers FAQ

What do I need before a professional email writing course?

You only need to use email daily at work and be comfortable sending and replying in an email client such as Outlook or Gmail. No prior training in business writing is required.

How is professional email writing training different from a report writing course?

Professional email writing training focuses on short messages, tone, inbox organization, follow-up and security, while report writing courses focus on long formal documents, their structure and their presentation.

How do I stop emails piling up in my inbox?

Set fixed times to process email, make an immediate decision on each message to delete, do, delegate or defer it, and add rules that move routine mail into folders automatically.

What do I take back from the Professional Email Writing and Correspondence Management Course?

You take back your Email Correspondence Playbook, containing reply templates, sorting rules, a response-time table, a follow-up log and security guidance that you apply straight away to your own and your team's mailboxes.

For Your Manager

After the course, the team member will write concise emails with a clear request and suitable tone, keep an organized inbox, follow requests through to closure and recognize fraudulent messages. They return with an Email Correspondence Playbook that can first be applied to the department's shared mailbox to standardize replies and control response times.