Activity Title: Group Exercise – Improve the Email

Objective:

Participants will work in groups to identify errors in a poorly written professional email and rewrite it using proper etiquette, structure, and tone.

Duration:

20-25 minutes

Materials Needed:

- **Printed copies** or digital versions of the **poorly written emails** for each group.

- Access to **computers or paper** for groups to write their **revised emails**.

Instructions:

1. **Group Formation**:

   o Divide participants into **small groups** of 3-5 people.

2. **Task**:

   o Each group is given a **poorly written professional email** containing common mistakes related to etiquette.

   o The task is to:

   ▪ **Identify errors** in the original email, focusing on:

   ▪ **Informal language**

   ▪ **Unclear requests**

   ▪ **Aggressive tone**

   ▪ **Lack of subject line**

   ▪ **Poor formatting**

▪ **Rewrite the email** with proper etiquette, ensuring it is professional, polite, and clear.

Example of a Poorly Written Email (to be improved):

- **Subject**: [No Subject]

- **Message**:
  "Hey,
  I need that report NOW! You didn't do it right last time, and it has to be perfect this time. Do it ASAP or we're going to have problems. I don't want any excuses!
  Thanks,
  Alex"

Expected Outcome:

- Each group will present their **revised email** to the rest of the participants.

- Groups should explain:

  o The **errors** they identified in the original message.

  o How they made the email more **professional**, **respectful**, and **clear**.

Debrief:

- **Discussion**: Once all groups have presented their revised emails, the facilitator will lead a discussion on the impact of tone and etiquette in professional communication. Key points to explore include:

  o How different **phrasing** can affect the **recipient's perception**.

  o The importance of **clarity** and **respect** in all professional communications.

Scenario Variations for Groups:

1. **Scenario 1**:

   o **Subject**: "MEETING CHANGED!!!"

- o **Message**:
  "Hey team, the meeting is now at 2 pm today. Everyone needs to be there ON TIME. Don't forget your presentations."

2. **Scenario 2**:

   - o **Subject**: [No Subject]

   - o **Message**:
     "Get me the budget report by tomorrow. You always miss deadlines. Fix it this time."

3. **Scenario 3**:

   - o **Subject**: "NEED HELP NOW!"

   - o **Message**:
     "I'm stuck with this project. Why hasn't anyone helped me yet? It's taking too long, and I can't finish it alone!"

Facilitator Role:

- Ensure groups understand how to identify errors.

- Encourage participants to focus on **tone**, **clarity**, and **respect** in their revisions.

- Summarize the key lessons learned during the debrief.