

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**.
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Instructions:

1. Group Formation:

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

2. Task:

- Each group is given a **poorly written professional email** containing common mistakes related to etiquette.
- 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.
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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"
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Expected Outcome:

- Each group will present their **revised email** to the rest of the participants.
 - Groups should explain:
 - The **errors** they identified in the original message.
 - How they made the email more **professional, respectful, and clear**.
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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:
 - How different **phrasing** can affect the **recipient's perception**.
 - The importance of **clarity** and **respect** in all professional communications.
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Scenario Variations for Groups:

1. **Scenario 1:**
 - **Subject:** "MEETING CHANGED!!!"

- **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:**

- **Subject:** [No Subject]
- **Message:**
"Get me the budget report by tomorrow. You always miss deadlines. Fix it this time."

3. **Scenario 3:**

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

 **Ultimate Goal:**

To enhance professional communication skills via email and improve writing etiquette in the workplace.