



How to Write Professional Emails



What will you do today?

**Explain the
importance of
professionalism
in writing**

**Identify errors in
professional
writing**

**Determine the
appropriate
audience for
professional
emails**

Section 1: Professionalism

Definition

What is “professionalism”? You can either define the term, or provide an example of professionalism.



Definition

*Professional writing is the expected written **communication** that allows students and employees to effectively **interact** in a professional environment.*





Stop and Reflect

What are the benefits of professional writing?

Thinking about your experience in professional or school settings, list at least three benefits of effective professional writing.

Tone

*Tone is the **attitude** and **emotion** in your words. Your tone impacts your **communication** and daily interactions.*



Sample: Mike's Email

Sample #2

Dear Dr. Frank,

I hope your week has been going well!

I had to miss class yesterday because my mom got super sick and I couldn't leave her and so I stayed home to take care of her. She got food poisoning.

You should have seen the mess. I have never seen someone so sick before, not even at the Halloween party I went to a couple of weeks ago. Man that was crazy!!!!!! I just wanted to email you and ask you if there was any homework assignment assigned for next class. If you could let me know as soon as possible that would be great.

Thank you so much! I have really enjoyed this class this semester!

Mike Smith

Read Mike's email to his teacher, Dr. Frank.

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Thinking about Mike's Email



Reflect on the sample by answering the questions.

- What makes Mike's tone inappropriate?
 - Were there any parts that Mike should have left out of his email to Dr. Frank?
 - What might Mike's teacher think of him, based on the email?
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Good Impressions

- Your written words in emails help others create an idea of **who you are**. Always strive to have a **positive** and **professional** tone.
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Section 2: Purpose



Establish the purpose of your message

- What is the **goal** of writing this email?
 - What must this message **accomplish**?
 - You can choose to either **prove** a point or **inform** someone of new information.
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Scenario 1

Read the scenario, and then answer the question.

Justin has been having a problem with Kelly, his coworker. Today, Kelly texted Justin that she would punch him if he angers her again. He must now tell Mark, his supervisor, by sending an email.

What should the **purpose** of Justin's email be, and why?



Scenario 2

Read the scenario, and then answer the question.

Justin has to finish a group project with two other group members. So far, he has been the only one working. He wants to convince his group members to help with the project.

What should the **purpose** of Justin's email be, and why?



Section 3: Audience



Determine who will read your emails.

- What is their **knowledge** of the topic?
 - What is their **interest** in the topic?
 - What is their **relationship** with you?
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Pick the audience.

“Good afternoon. I have some concerns about my work schedule and was wondering if you and I could discuss the issue at a later date. When are you available to meet? Thank you for your consideration.”

Sarah, your
manager



Daniel, your
friend



Pick the audience.

“Hey, I’m in class right and nothing makes sense. I’m pretty sure I’m going to fail. This school year has been a complete waste of my time!”

Mrs. Liu, your teacher

Taylor, your roommate





**Now it's time for a
practice activity!**

Section 4: Practice



Tip

The mentor and mentee can practice this together. There may be many right ways to discuss professional writing!

Now, it's your turn to practice professional writing!

→ **First, read over this email checklist.**

Click [here](#) to see a checklist for writing professional emails.

→ **Then, work together to draft an email.**

This is a [worksheet](#) with prompts where a student would need to write a professional email. The mentor & mentee should pick one prompt, and, using the checklist and this course, decide how to write the email (i.e. tone, purpose, and audience).

Summary of Today's Lesson

What could be some benefits of professional writing?

Practice your professional writing and ask someone to review your work.

Remember that every mistake is an opportunity to learn and improve.