

**Communication Skills**  
**Email Writing**  
**Lesson Plan**

<b>Objective:</b> Participants will be able to understand and practice writing effective emails	
<b>Time:</b> 90 Minutes	
<b>Material required:</b> Computer lab with internet connection and projector & screen. Video:- <a href="http://www.youtube.com/watch?v=rDkxsNmKDGk">http://www.youtube.com/watch?v=rDkxsNmKDGk</a>	
<b>Instructor Note:</b> In this session, participants are learning formal writing skills. The importance of writing effective emails, how to write effective email, do's and don't should be understood and practiced. This session will be incomplete if students don't write emails so encourage them to complete the class activities in time.	
<b>Opening Protocol:</b> <ul style="list-style-type: none"> <li>● Greet the participants</li> <li>● Take attendance</li> <li>● In pairs, ask participants to share with each other how they are feeling</li> <li>● Recap the previous session by asking 1-2 participants to share with the class, what they learnt and did in the previous session</li> </ul>	5 Minutes
<b>Opening Activity: Think-Pair-Share</b> <ul style="list-style-type: none"> <li>● Ask, "If you want to share information with people how do you do that? What is the most effective mode of communication used in a professional set up?"</li> <li>● Take 2-3 responses in the larger group.</li> <li>● Show the Video: <a href="http://www.youtube.com/watch?v=rDkxsNmKDGk">http://www.youtube.com/watch?v=rDkxsNmKDGk</a></li> <li>● Give students <b>1 minute</b> to discuss the video in pairs.</li> <li>● Ask some pairs to Summarize the video for the class.</li> <li>● Sum up the discussion by talking about the changes that have occurred in the means of communication and the benefits of emails and letters.</li> </ul>	5 Minutes
<b>Concept Discussion and Demonstration:</b> <ul style="list-style-type: none"> <li>● Divide students in 3 groups</li> <li>● Tell them that each group will get one sub-topic of email-writing and they will have 10 minutes to discuss and understand that topic. They can use internet and their handbooks to understand the concept</li> <li>● After 10 minutes, ask group representatives to come in front and explain the topics: <ul style="list-style-type: none"> <li>- Structure of an email</li> <li>- Rules of writing email</li> <li>- Difference between formal and informal email</li> </ul> </li> </ul>	20 Minutes

<ul style="list-style-type: none"> <li>● Give 2 minutes to each group to explain their topic and 2 minutes to answer questions</li> <li>● Ensure that students are understanding these concepts well. Correct students or add your points if there are any gaps in the understanding. You can also use quiz questions in the student handbook to check for their understanding.</li> <li>● After students have discussed the basics of writing an effective email, present them the template of email and explain the following:-             <ul style="list-style-type: none"> <li>- To, CC, BCC</li> <li>- Send and delete buttons</li> <li>- Formatting options</li> <li>- Attaching files, pictures and links</li> </ul> </li> </ul>	
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<p><b><u>Activity: Write a formal email</u></b></p> <ul style="list-style-type: none"> <li>● Ask students to open their handbooks and go to the activity “write a formal email”</li> <li>● Give them 10 minutes to write the email in their handbook (in the given template) as per the given situation</li> <li>● After 10 minutes, ask students to open their gmail accounts and start writing the same email. Give them 20 minutes for this. When students are writing emails, randomly check some handbooks and correct the mistakes. Ask students to pause for 2 minutes, explain the common mistakes and ask them to write correct emails this time</li> <li>● Once students have written the emails, ask them to send those emails to the student sitting next to them, keeping the trainer in cc. This way trainer will have access to all the emails and students will be able to check each other’s emails</li> <li>● Ask students to take 10 minutes to check the emails they have received and respond to those emails with suggestions and feedback. When students are reading the emails, the trainer should also read maximum emails and select atleast 2-3 emails that they would like to discuss with the class</li> </ul>	<p>50 Minutes</p>
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<ul style="list-style-type: none"> <li>● Signal the closing of the activity and ask students to look at the projector. Now present the selected emails and discuss the feedback on those emails</li> <li>● Close the session by taking students' questions, if any.</li> </ul>	
<p><b><u>Closing activity: Do's and Don'ts of Email Writing</u></b></p> <ul style="list-style-type: none"> <li>● Ask students to open their handbooks and go to the activity- "Do's and Don'ts of email writing"</li> <li>● Give them 5 minutes to write 5 Do's and Don'ts</li> <li>● Randomly ask 2-3 students to present what they have written</li> <li>● End the session by encouraging students to practice writing emails.</li> </ul>	5 Minutes
<p><b><u>Closing Protocol:</u></b></p> <ul style="list-style-type: none"> <li>● Thank the participants for their time</li> <li>● Announce the next time you will be visiting them</li> <li>● Share the topic of the next session</li> <li>● Collect 1-2 most interesting activity sheets/artefacts from students and show to Nodal officer and institution head after session</li> <li>● Click pictures of the artefacts for documentation</li> </ul>	5 Minutes