



EXPRESS GRANT PROGRAM For SMALL BUSINESS

Free to Qualified Agencies
Incumbent Worker Training

Email Etiquette



OPERATION ABLE



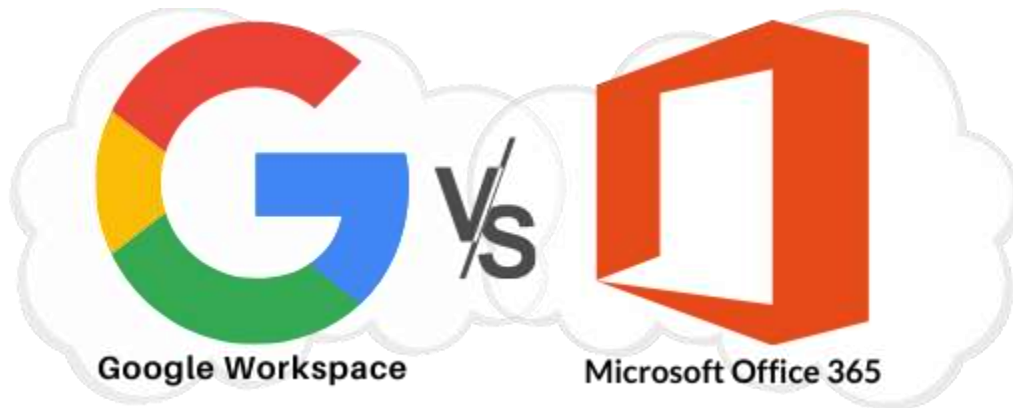
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All Operation ABLÉ training classes are activity-based and taught by a live instructor. You can attend training live online at the scheduled time the course is offered through a screen-sharing software called Zoom (free for you). Our live online instructors teach you from a remote location while you attend from your home or work. Once health issues permit us to interact with students in a traditional classroom setting, you may schedule on-site training in our Boston computer labs or at your corporate location.

Online Course Requirements:

- You should have basic computer knowledge.
- Ensure that Microsoft Office is installed on your Windows PC computer. The MS Office Versions That Are Applicable: 2019, 365, 2016, & 2013
- Not Appropriate For: Macintosh versions of MS Office or Tablets
- Instructors use Microsoft Office version 365 (Microsoft Windows PC) Software and Courseware

Course Listing Footnotes

- These courses have been approved by Commonwealth Corporation effective 8/10/2021
- These courses are eligible for state funding through a grant. Please call Steve at 617-501-2151 for assistance with a grant to fund courses.
- Course can be customized to your training needs
- Course is scheduled based on dates you provide (Subject to instructor availability)
- We usually require about 4 weeks lead-time to arrange a training session
- All six-hour courses can be done over 1, 2, or 3 days

Course Pricing

- Per person or group rates prices to suite all your needs. (See each course for alternatives)
- When selecting training curriculum, please choose the course number appropriate for each pricing alternative.

Business Email Etiquette



Group Rate: \$900	Per Person Rate: \$250 (Min. of 4 attendees)
Course Number: 1131681	Course Number: TBD
3 Hours – one day	

Prerequisite: You should have basic computer knowledge.

Course Objective: This short course covers strategies for effective and professional email communication. Email practices can ensure productivity gain or drain as it directly or indirectly provides information, requests, and or direction. Among a sampling of topics covered is the anatomy of an email, effective subject lines, appropriate salutations and closings, signature lines, fonts, reply all technique, blind copy use, appropriate length, attachments, and clarity of writing and purpose. Also, forwarding, security, recall and "wait to send" strategies.



Operation ABLÉ contacts for the EXPRESS GRANT PROGRAM For SMALL BUSINESS

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- Google Workspace, formally Google Suite, aka G-Suite, branding, and introduction announced 10/2020.
- Operation ABLÉ instructs as an Independent QuickBooks Training facility.

