



Vidya Prasarak Mandal, Mulund (E) R Z Shah College of Arts, Science and Commerce

Established in 2003 - Affiliated to University of Mumbai

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Report

HR-Training Initiatives

Organizes "ESSENCE"

Workshop on

"Business Letter writing techniques with E-Mail Etiquette" For Teaching and Administrative Staff of V.P. M's R Z Shah College on 8th October 2022.

Resource Persons: Ms. Krutika Solanki

This training session is designed for all professionals who must compose and respond to official mails, enquiries and complaints.

Objectives: To enable the participants to-

- Describe the key steps and structure involved in the preparation of any letter and email
- Construct letters dealing with complaints and concerns with ease.
- Learn several new techniques which will take the stress out of preparing a letter or email
- Be able to write effective letters and emails in less time
- Develop a consistency of approach when structuring correspondence

After the welcome address by Mrs. Pratibha Jithesh, the session "Business Letter writing techniques and Email-Etiquette" by Ms. Krutika Solanki took the participants through a series of slides and discussed the correct and the incorrect methods of letter writing, the basic features that business letters should contain, vocabulary that should be used in the contents of such letters and in the greeting salutations and conclusions. She also threw light on the language that must be avoided in e-mail communications and how emails should be precise, short, brief and to the point right from the subject line to the greeting and the signing off in an email.





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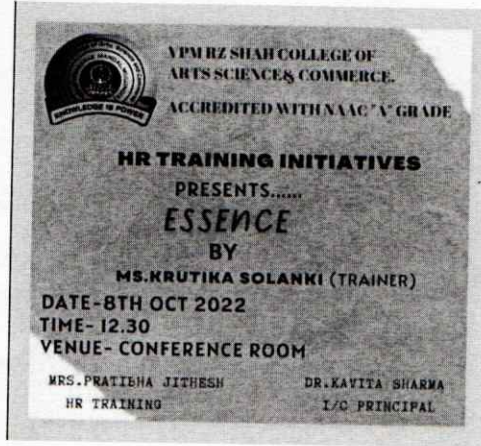
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The session ended with an activity where phrases related to usage of words in business letters were posted and participants were asked to use the appropriate terms. The correct usage of words were discussed benefitting the participants to understand their opportunities to improve. At the end of the session Principal-I/C Dr. Kavita Sharma reiterated the need of efficient written communication and encouraged the participants and thanked the resource person. Management member Shri. Gornal appreciated the session and the need for correct flawless written communication in today's times. Hon. Secretary Adv Vijay Kulkarni spoke about the reference book available in the library and wrapped up the session by saying All institution need to convey a professional image in every way to stay ahead of the competition. It is paramount that all pieces of written documentation are faultless. As your professional reputation can be enhanced or ruined by your correspondence, it is essential that the style, content, and message is concise, correct, and appropriate. MS. Pratibha Jithesh proposed a vote of thanks, and the certificates were shared.


There were 34 participants in the workshop and feedback was collected from all the participants:

<https://docs.google.com/forms/d/17WHdSEcStYUhNS0reoo7fjC18Kmti9fFU8GZIHIDIs/edit#responses>




Mrs. Pratibha Jithesh
HR Training




Dr. Kavita Sharma
I/C Principal