



Consulting and Training | Reach New Heights

Course Name

Netiquette: The Art of Internet Communication

Sector Name

Interpersonal Skills and Self Development

Document Type

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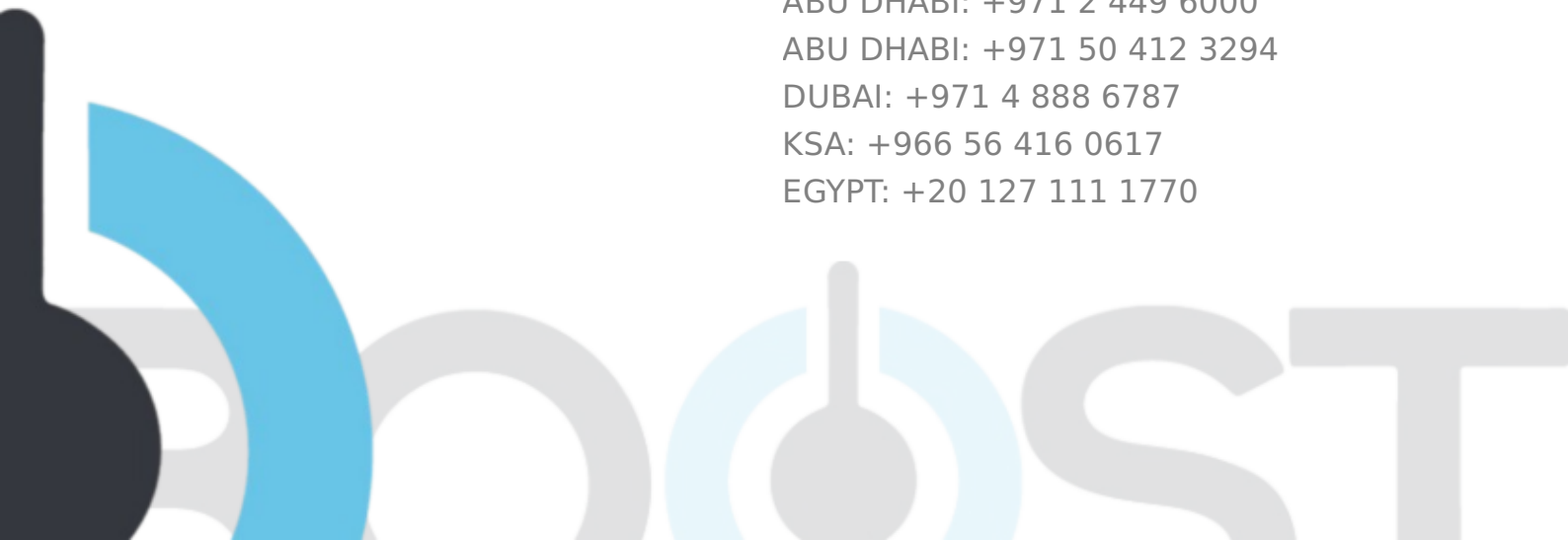
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Netiquette: The Art of Internet Communication

Course Introduction

The digital world has transformed how we communicate, enabling instant connections across vast distances. While this has brought immense opportunities, it also presents challenges in maintaining professional, respectful, and clear online communication.

This course delves into the concept of netiquette—the social norms and acceptable behaviours for internet communication—and equips participants with practical skills for maintaining professionalism in their digital interactions.

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Netiquette: The Art of Internet Communication

Target Audience

- ✓ **Business professionals** who engage in email and online communication regularly.
- ✓ **Customer service representatives** manage online customer interactions.
- ✓ **Team leaders** and **HR professionals** overseeing remote or hybrid teams.
- ✓ **Marketing and PR professionals** focus on online brand reputation.
- ✓ **Executives** and **managers** who manage digital communications in leadership roles.

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Learning Objectives

- ✓ Understand the principles of netiquette and its growing importance in today's digital age.
- ✓ Recognize common challenges in online communication.
- ✓ Apply the core rules of netiquette for email and other online platforms.
- ✓ Avoid common mistakes in digital communication to maintain professionalism.

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Course Outline

✓ Day 01

Introduction to Netiquette

- ✓ What is netiquette?
- ✓ Core rules of netiquette are based on Virginia Shea's framework.
- ✓ Importance of respect, empathy, and professionalism online.
- ✓ Creating safe and inclusive digital spaces.

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Course Outline

✓ Day 02

Effective Email Communication

- ✓ Dos and Don'ts of Professional Email Writing.
- ✓ Email etiquette and common pitfalls to avoid.
- ✓ Structuring clear and concise emails.
- ✓ Responding to emails efficiently and politely.

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Course Outline

✓ Day 03

Practical Applications and Role-Playing

- ✓ Real-world scenarios and case studies.
- ✓ Applying netiquette principles in digital communication.
- ✓ Handling conflicts and misunderstandings online.
- ✓ Tips for maintaining a positive online reputation.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 16, 2026	3 days	3950.00 \$	Spain , Madrid
July 5, 2027	July 7, 2027	3 days	3250.00 \$	UAE , Dubai
Dec. 21, 2026	Dec. 23, 2026	3 days	3250.00 \$	UAE , Dubai
March 14, 2027	March 16, 2027	3 days	3250.00 \$	Qatar , Doha

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