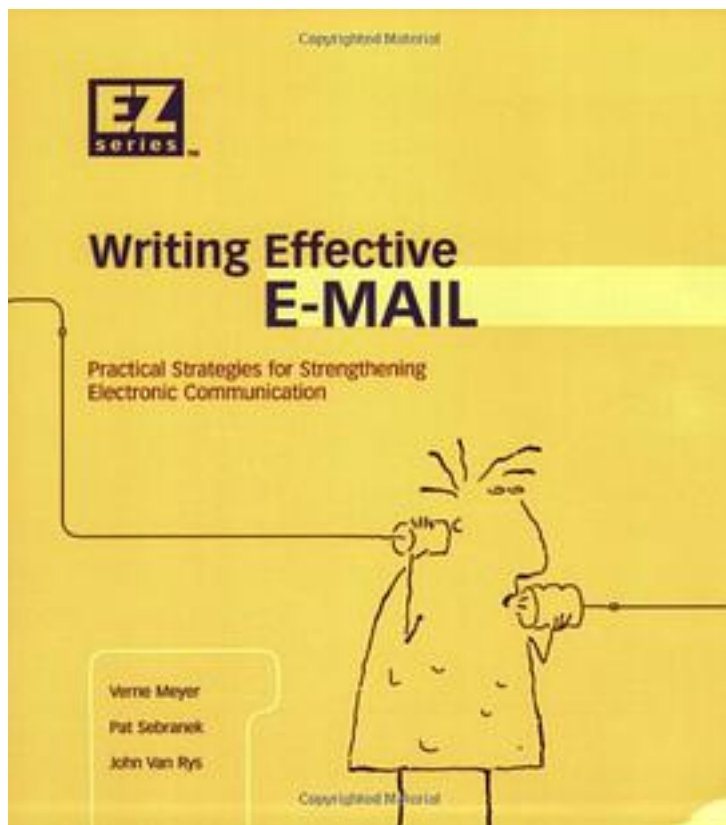


# Writing Effective E-Mail



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The revised edition of "Writing Effective E-Mail" includes an added emphasis on how to avoid workplace disasters such as lost sales, customer-service nightmares - and in the worst cases, lawsuits and financial losses - triggered by careless or poorly written e-mail. This book will also guide you in writing a comprehensive and effective e-mail policy for your organization.

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