

Email Clarity in Half the Time with ChatGPT



Max number of participants	15
Number of facilitators	1
Prerequisites	None
Recommendation	Create Free ChatGPT Account
Technical Requirements	Projector/Screen
Total Length of Training	30 – 40 Minutes

Purpose

The purpose of this module is to help office professionals reduce the time and mental effort spent drafting and rewriting everyday emails. By using ChatGPT to generate clear, professional, and context-specific email content, participants will learn how to speed up communication without sacrificing quality or tone. This module empowers staff to move past writer's block, improve consistency, and create reusable messaging that aligns with their organizational voice

Outcomes

By the end of this module, participants will be able to:

- Generate polished, professional email drafts using ChatGPT within seconds
- Adjust tone, clarity, and structure based on audience and purpose
- Reuse high-quality responses by saving them in Quick Parts, Gmail templates, or signature blocks
- Reduce the time spent writing repetitive or routine messages
- Increase confidence in written communication, even under time pressure

What This Module Covers

1. Prompt Basics for Email Tasks
 - What to type into ChatGPT to get helpful email drafts
 - How to guide tone (formal, friendly, direct)
 - How to edit and refine outputs
2. Hands-On Practice: Live Demo
 - Drafting: "Follow-up after a missed meeting"
 - Rewriting: "Make this sound more professional"
 - Condensing: "Shorten this message without losing the point"
3. Mini Exercise: 3 Prompts You Can Start Using Today
 - Each participant uses ChatGPT to complete a short email task
4. Quick Tips: Making ChatGPT Work for Your Voice

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- Adjusting tone
 - Adding context (sender/recipient details)
 - Re-using effective prompts
5. Bonus Efficiency Tip: Save and Reuse Common Emails
- Learn how to store ChatGPT-generated emails in:
 - Outlook's Quick Parts (Windows)
 - Gmail Templates (Web)
 - Email Signature Blocks for standard replies
 - Why it works: You draft once, then insert with 2 clicks
 - When to use: Weekly reminders, check-ins, monthly updates, scheduling emails

Interactive Session

Sample Prompts from the Workbook-used during the group practice

1. Write a professional follow-up email to a vendor who missed our scheduled call. Be polite but clear.
2. Rewrite this internal email to make it more upbeat and less formal.
[Insert email]
3. Draft a short reminder email for staff about submitting monthly reports by Friday.

Instruction Flow

1. Welcome & Introduction (5 mins)
2. Live Demo (8–10 mins)
 - Display and explain a sample ChatGPT prompt.
 - Narrate tone adjustments and quick edits to match different situations.
3. Small Group Practice (10–12 mins)
 - Break into groups of 2–3. Assign 1 task per group.
 - Each group writes a prompt, generates a reply, and chooses one person to share.
4. Group Share & Debrief (7–8 mins)
 - Invite 2–3 groups to share outputs.
 - Ask reflection questions about clarity, tone, and prompt effectiveness.
5. Efficiency Tip: Save for Reuse (5 mins)
 - Show how to save ChatGPT-generated emails in Quick Parts or Gmail Templates.
 - Distribute a cheat sheet for saving/reusing content.