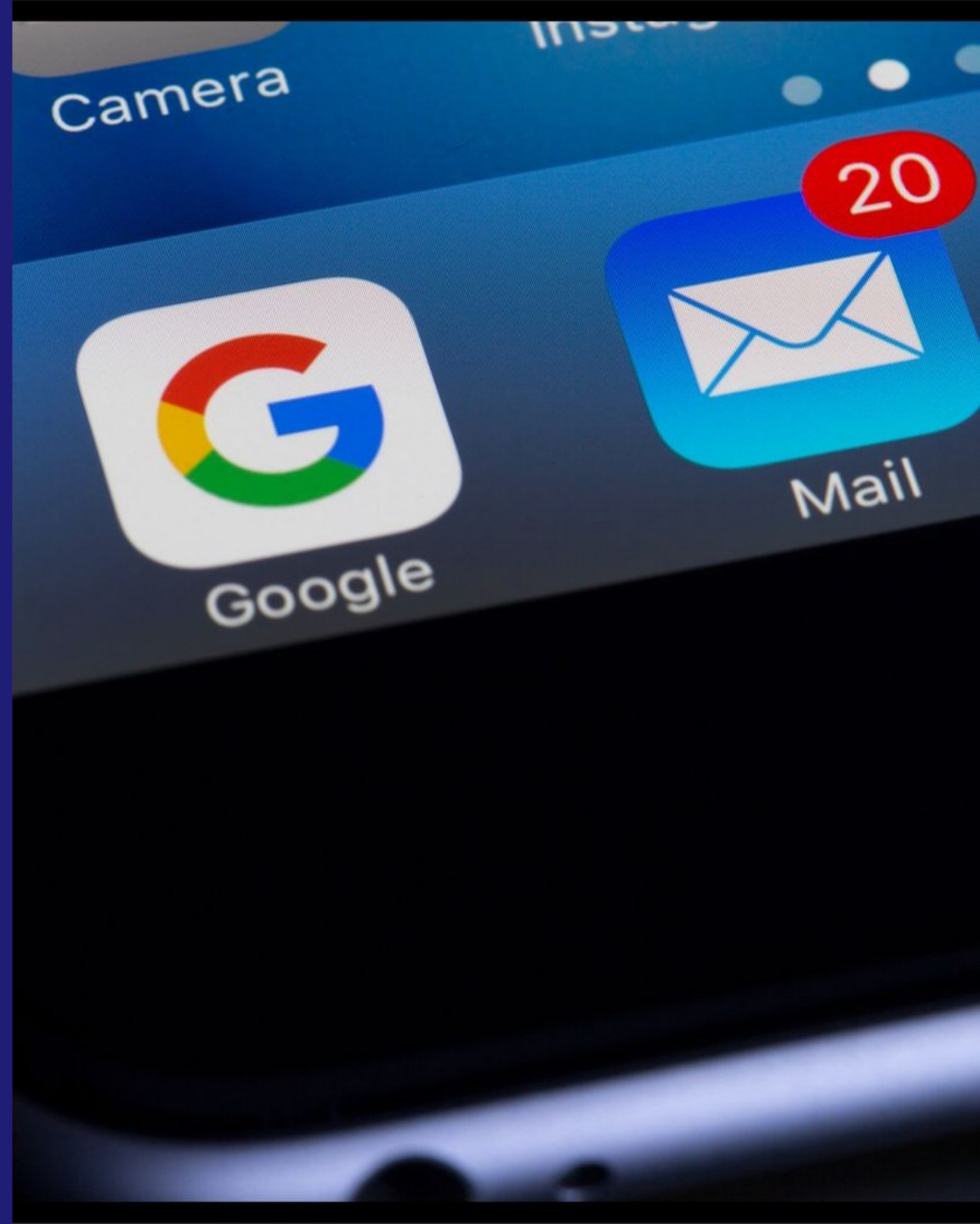


LESSON 2.2 • 1 HOUR

AI for email: draft, summarise, and reply faster

IN THIS LESSON

- Why email is harder in remote work
- How to draft professional emails with ChatGPT
- How to summarise long threads and find action items
- A simple AI workflow for replies, and its risks



L2.2 Learning Objectives

By the end of this lesson you will be able to:



Describe the main email problems in remote teams



Write a clear prompt to draft a professional email with ChatGPT



Use AI to summarise a thread and list decisions and actions



Review and edit AI emails before sending them

THIS LESSON

L2.2

Duration: 1 hour

Practice: EX 2.2

Quiz: 5 questions, 70% to pass



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Key Terms

The words you will meet in L2.2, in plain language.

Email thread

A chain of emails and replies on the same topic.

Tone

How a message sounds to the reader, for example formal, friendly or firm.

Summarise

To shorten a long text into its main points.

Action item

A task that someone must do, ideally with a named owner and a deadline.

Context switching

Moving between different tasks often. It costs time and focus.

Triage

Sorting messages by how urgent and important they are, so you deal with the right ones first.



Email is the memory of remote work

WHY EMAIL MATTERS

In remote teams, email becomes the work memory of the organisation. That makes it powerful, and also overwhelming.

Many people spend more time managing their inbox than doing focused work. AI can help shift that balance.



The remote inbox problem

The biggest issue is not only the number of emails. It is lost context and constant switching.



24/7 emails

Messages arrive all the time, across time zones, often when nobody is there to clarify them.



Fragmented threads

Conversations split into many replies, so you must rebuild what happened while you were offline.



Buried decisions

Important decisions hide deep inside long threads and are easy to miss.

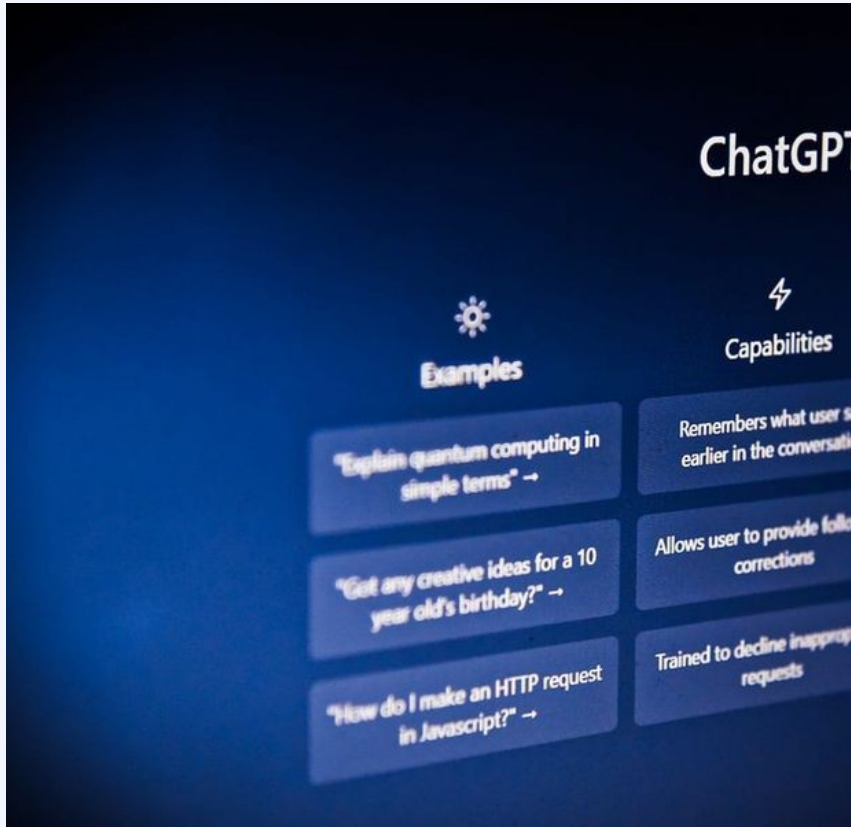


Misalignment risk

When people read threads differently, they work on different plans and decisions get delayed.

ChatGPT for drafting emails

In remote work, clarity matters more than style. Focus on what you want to say. AI helps with structure and tone.



Notes into emails

Turn bullet points or rough notes into a full, structured email in seconds.



Right tone

Ask for a formal, neutral, friendly or direct tone, to match the reader.



Clear for everyone

Make messages easier to read for non-native English speakers in global teams.

Useful for project updates, client outreach, stakeholder messages and task handoffs.

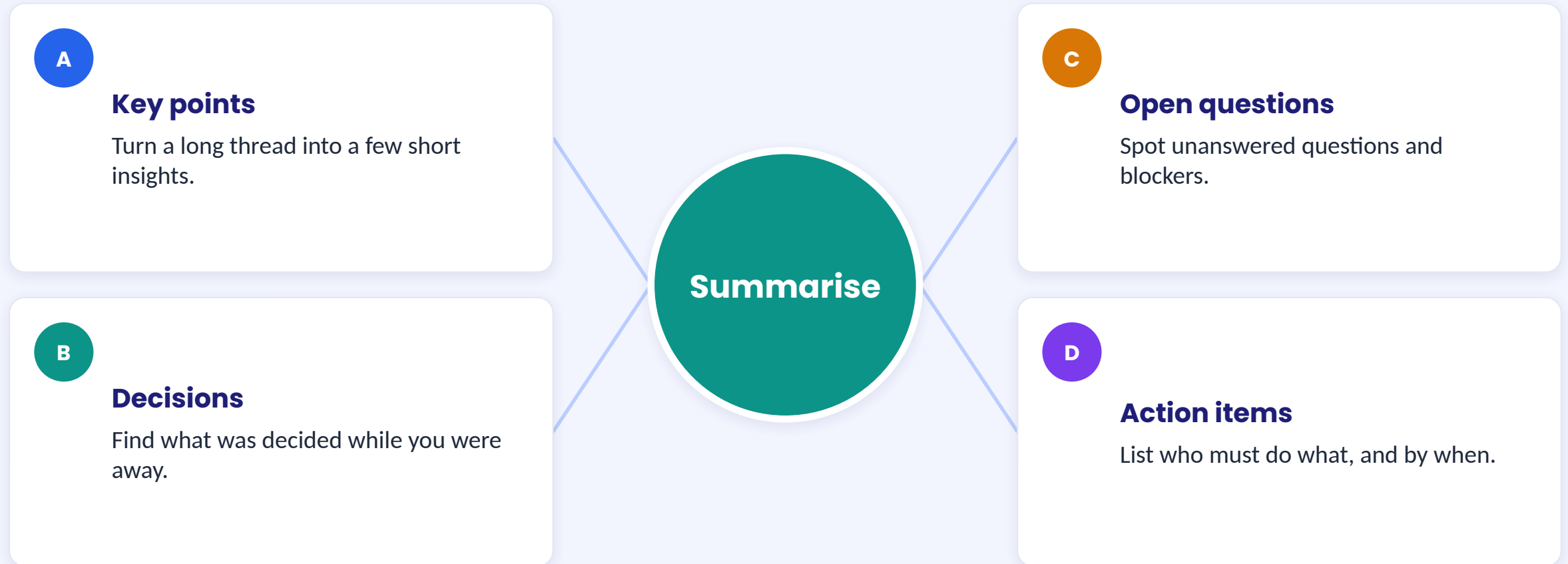
What to put in an email prompt

A good prompt gives ChatGPT the facts it needs. This example comes from EX 2.2.

Part of the prompt	What to include	Example
Your role	Who you are and where you work	I work in customer support at an online learning platform called LearnHub.
The task	Who the email is for and why	Reply to an angry customer, Alex Chen, who was charged twice.
Must include	The facts and offers to mention	Apologise, confirm we are investigating, 3-5 business days, one free month.
Tone	How it should sound	Warm but professional.

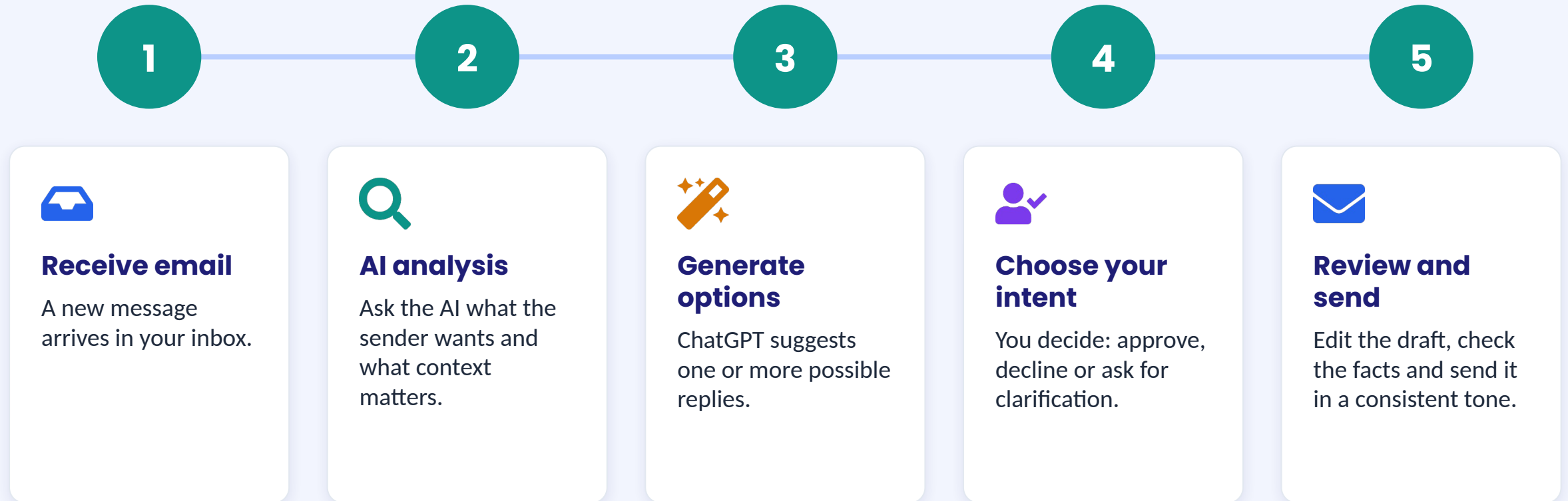
Never paste real customer names, card numbers or account data into a public AI tool.

AI for email summaries



AI-assisted reply workflow

Use AI to reply faster, while you stay in control of the decision.



Watch: AI for email

Watch how AI can help you draft and manage emails. Note one tip you can use this week.



Using AI to write and manage emails

[Watch on YouTube: https://youtu.be/pdfpfRhZYel](https://youtu.be/pdfpfRhZYel)

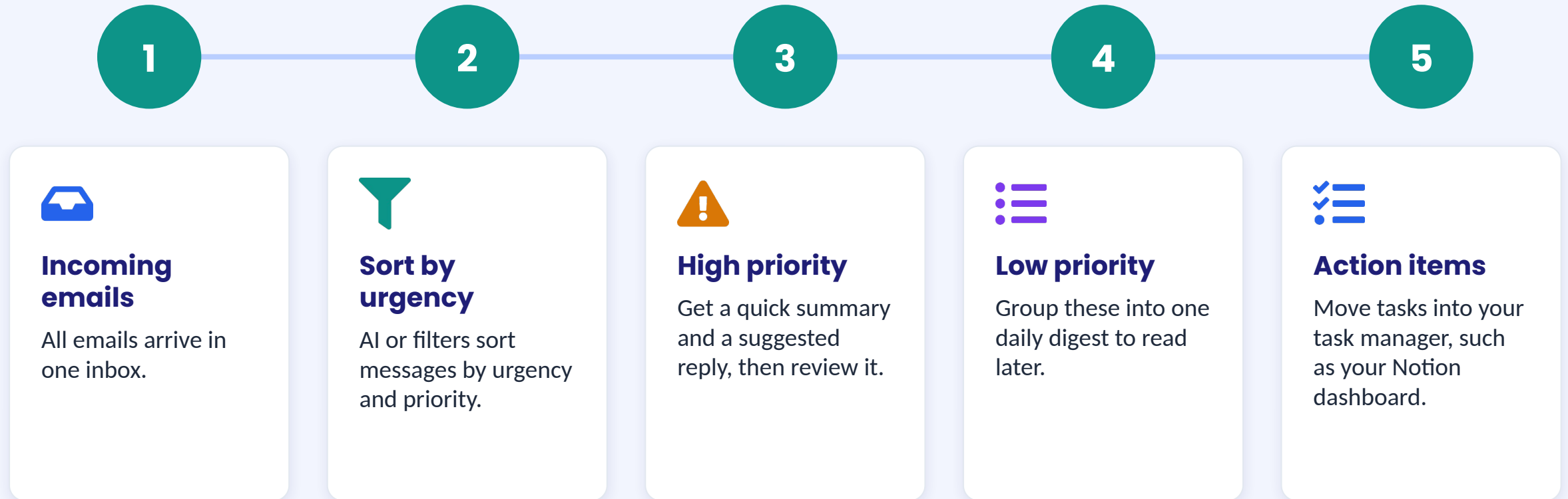


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An AI email triage workflow

Some email apps and add-ons can sort mail for you. Here is how a full AI workflow can look.



Features vary by email app and plan. Check what your employer's tools allow.

Human and AI balance

The goal is clearer coordination, not only speed.



Best practices

- Always review AI emails before sending
- Use structured prompts for consistent results
- Add a human touch when relationships matter
- Agree simple AI guidelines with your team



Key risks

- Wrong tone in sensitive messages
- Losing your personal voice through over-use
- Privacy risks when data goes to other countries
- Summaries that miss important detail

Check Your Understanding

Try answering these in your own words before moving on.



Name two email problems that are more common in remote teams.



What four parts make a good email prompt?



What should an AI summary of a long thread include?



Why should you always review an AI email before sending it?

Learning Resources

Want to go further? These are free and trusted.



ChatGPT

<https://chatgpt.com>



Gmail Help Centre

<https://support.google.com/mail>



Video: AI for email

<https://youtu.be/pdfpfRhZYel>



L2.2 Key Takeaways

Before the next lesson, hold on to these five points.



In remote work, email is the team's memory, so clarity matters.



ChatGPT turns rough notes into clear, structured emails.



A good prompt gives your role, the task, the facts and the tone.



AI summaries help you find decisions and action items fast.



You decide the answer and check the facts before you press Send.



Now Put It Into Practice

Head to the Re-AI learning platform to finish this lesson.



INTERACTIVE ACTIVITY

Build your email prompt

On the platform · about 10 minutes



HANDS-ON EXERCISE EX 2.2

Write an AI-assisted professional email

1 hour · Tools: ChatGPT or Claude, Gmail



LESSON QUIZ

5 multiple-choice questions

70% to pass · unlimited retakes

