Email Etiquette
While is Email Etiquette Important?

• We interact often with emails.
• Technology makes this a fast process.
• Without immediate feedback from the reader, it’s easy to be misunderstood.
• Email is still formal correspondence.
• It is often accessible public records.
The Basics

• **Think twice** about whether or not the content of your email is appropriate for virtual correspondence – once you hit “send,” anyone might be able to read it.

• Use a professional font.

• Be cautious about sending personal information.

• Don’t use jokes or sarcasm with emails.
Subject

• Should be meaningful
• Should give your reader an idea of the content of the email (allows focus)
• Should be appropriate, because anyone can look at the subject, even if the recipient choose not to open the message
  - Example: Budgeted Expenses for October
• When changing the subject, state a new message
Responding

• Respond in the same time frame you would respond with a phone call
• Be conscious of responding to the sender or “Reply to All”
  – Do not overuse “Reply to All”
• Don’t expect an immediate response
Tone

• Write in a positive tone.
• “When I complete the assignment” versus “If I complete the assignment.”
• Use smiles ☺, winks ;-) , and other graphical symbols sparingly
• It is okay to use contractions
• Use “please” and “thank you”
Content

• Check your grammar and spelling
• Use proper structure and layout
• Be efficient
  – Emails that get to the point are much more effective.
• Address all questions or concerns to avoid delays
• Read the email before you send it
• Pls don’t abbrvt
• Try to keep the email brief (one screen length)
Content Don’ts

- Use sarcasm or jokes.
- Respond if you are upset.
- Attach unnecessary files.
- Use ALL CAPS.
- Leave out the message thread.
- Use long sentences.
Attachments

• When you are sending an attachment, include in the email the filename and what it contains
  – Attached: “Project3Proposal.doc” with my proposal

• Consider sending files in rich text format (rtf) or portable document format (pdf) to ensure compatibility.

• Be aware attachments can carry viruses.
Signature

• Identify yourself.
• Keep it short.
Spam

• Don’t reply to spam.
• Replying confirms that the address is “live.”
Questions?

• Check with your supervisor anytime.
• Talk about email topics in team meetings.
• Reach out to other leaders.