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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.

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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

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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

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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"

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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.

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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.

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