Email Communication Etiquette
Netiquette

- Proper way to communicate over email and internet
Why email?

- Quick communication
- Easier
- Cheaper
- Professional
- Formal record of conversation
How to Improve Communication

- Spell Check and Grammar - Use Grammarly
- Address to Specific Person
- Be Specific - What, How, When, Where etc
- Be Formal and Professional
- Be concise with your subject lines and content - One screenshot

Always think about the questions that the other person may have after reading your email.
Avoid Misunderstandings

- Remember that messages may be missed, ignored, lost, or forgotten
- Sometimes one telephone call is better than 100 email messages
- DO NOT TYPE IN ALL CAPITALS
- Give credit to those deserving of it & ask for permission to quote them
- Remember that you DO NOT have complete confidentiality and privacy (lawsuits/work policy)
- Separate OPINIONS from FACTS - Research before claiming something

Be Responsive Not Reactive
E-mails without full stops or commas are difficult to read and can sometimes even change the meaning of the text.

Small paragraphs separated by blank lines are much more readable than long run-on pieces.

Careless writing skills demean your intelligence and integrity.
Active vs Passive Voice

- Use Active Voice of Verb wherever possible

EX) We will process your order today. (ACTIVE & sounds more personal)

vs.

EX) Your order will be processed today. (Passive)
Quick Tips

- Always **RE-READ** before hitting send
- Be aware of who is in the “TO” FIELD
- Cc /Bcc & Reply/Reply All – BE CAREFUL
- Do not use email to discuss **confidential information & situations**
- Do not divulge your **username or password** to others
Unspoken Expectations

• Try to reply within 24 hours
• Use separate accounts for personal and business accounts
• Don't forget to say "Please" and "Thank you"
• Always address the receiver by name
• Don't broadcast emails unnecessarily
• Email cannot be unsent - be careful when sending emails
Thank You