Email Communication Etiquette







Netiquette

 Proper way to communicate over email and internet

Why email?

- Quick communication
- Easier
- Cheaper
- Professional
- Formal record of conversation



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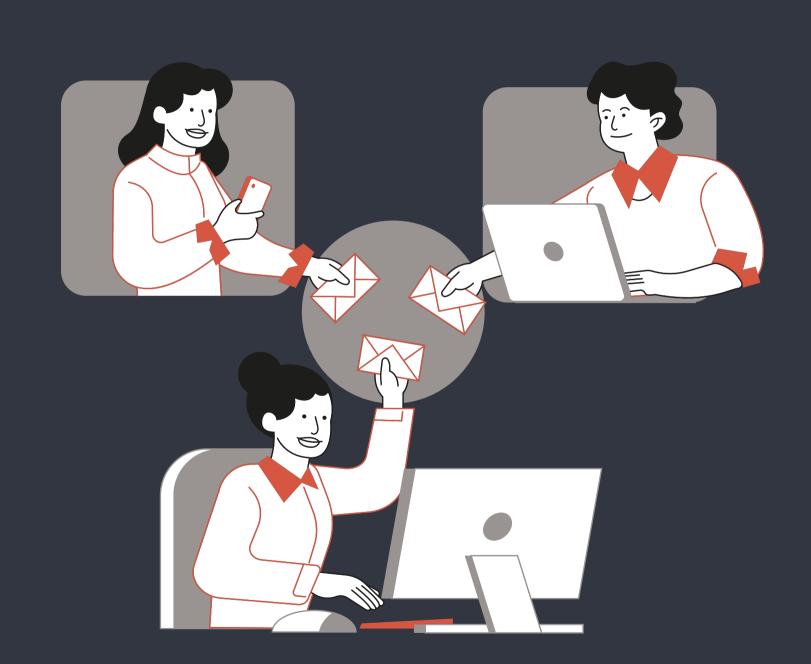




How to Improve Communication

- Spell Check and Grammer 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.

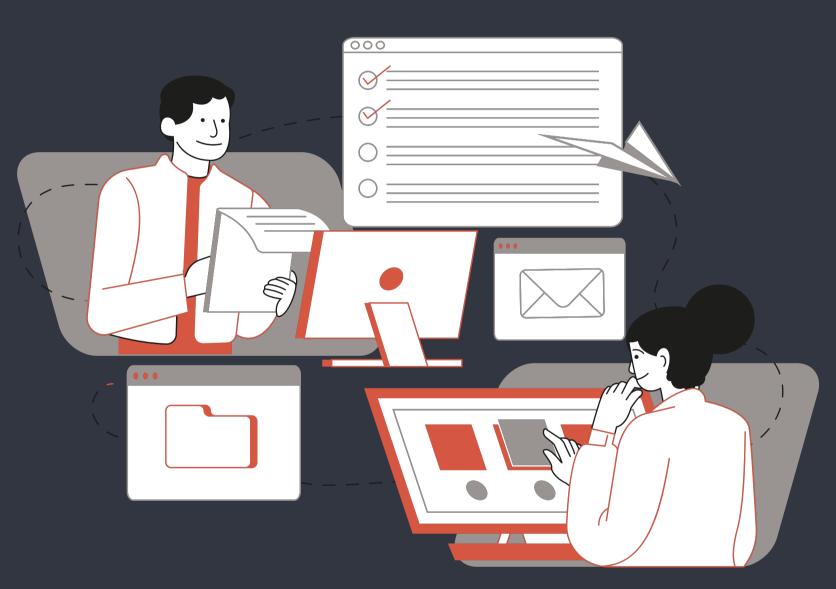
EX) Your order will be processed today. (Passive)





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





