

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 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





Punctuations

- 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

