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E-MAIL ETIQUETTE

DO:

- Reply only to the appropriate people who need to know your response, and double check to make sure the recipient list is correct (sending an email to the wrong person can be extremely embarrassing)

- Use clear subject lines and note if action is needed (A clear subject will help people decide whether to read the e-mail now or later and can assist with subsequent searches.)
  - <u>Example</u>: Adoption Event planning – Response needed by August 15

- Use End of Message (eom) if the entire message can be written in the subject line. This tells the reader they don't have to open the email for more content
  - <u>Example</u>: We've picked up the dog and have him in the vehicle – eom

- Use discretion - Pick up the phone or walk to someone's office if it takes more than <u>three e-mail exchanges</u> to sort out an issue, or it is a sensitive or private matter

- Even if you're a spelling bee champion, spell-check every e-mail before you send it

- Re-read every e-mail before you send in order to catch grammar and missing words (spell check doesn't know which words you meant to use).

- Identify e-mails that need immediate attention by employing the "High Priority" icon (!), yet don't over use as it will defeat the purpose

- Be sure your audience knows the meanings of the abbreviations, acronyms and jargon you use

- Check sources before distributing information that sounds too good to be true, especially when dealing with virus alerts

- Use short paragraphs

- Leave space around hyperlinks

- Be aware of file size

- Show emotions via emoticons, acronyms, and parenthetical statements (you may think you're being funny or serious in your writing, but it may come across differently to the reader)

- Be succinct

- Adhere to company email signature guidelines which can be found on the Intranet

- Turn on the IM feature of Skype (if you have it) when you log in – a quick IM to someone can often replace an email

- Enable the Out of Office feature when you are on vacation, at a conference or otherwise unavailable. Please include your return date as well as who and how to contact in your absence.

DON'T:

- Over-reply. Endless cc's are annoying and clutter in-boxes

- Send chain e-mails and jokes which clutter in-boxes and lead to aggravation

- Don't forward an email without the permission of the sender unless it is clearly understood that it contains information intended to be shared

- Simply forward an e-mail if it contains lots of irrelevant material (Cut and paste relevant information into a new e-mail.)

- Send back the attachment, unless it is necessary to the response

- Add quotes or slogans to your e-mail signature

- Reply All unless it is absolutely necessary for everyone on the address line to receive your reply

- Write and send an e-mail when you are angry (Take time to settle down before responding or write a response, save it in draft form and re-read it at a later time before sending it. Edit as necessary!)

- Use all upper case (This is SHOUTING. It's okay to use all caps for headings/titles or to EMPHASIZE certain words, but anything beyond that is equivalent to screaming at the reader.)