



# Why we use Email





# EMAIL ETIQUETTE

COMMUNICATING  
MANAGING EMAIL





# COMMUNICATIONS

- **Communicating is:**
  - 55% Body Language
  - 38% Tone of Voice
  - 7% Content

When communicating by email you eliminate 93% of the communications process





# HIERARCHY OF COMMUNICATIONS

Meetings

Face-To-Face

Phone Call

Voicemail

Email





# INCOMING EMAILS

- **Keep a clean In-Box**
  - One Touch Rule: Take action then File or Delete
  - Have subject folders to file email
- **Review email daily**
- **Prioritize and discard (Put in folders or Delete)**
- **Save with Dates**





# ACTION TO EMAIL

- **Be prompt**
- **Same day response:**
  - Inform sender of status
  - Consider alternatives- Phone calls, meetings, best method to convey : Thanks, Criticism, Praise, Complaint
  - Meet deadlines
  - Be consistent
  - Do exactly what you say you would do and when you said you would do it (Builds consistency)





# ACTION TO EMAIL

## DELETE:

- When Complete
- If a repeat
- FYI
- Old
- Saved attachments





# OUTGOING EMAILS

- **Descriptive Subject- Never leave blank**
- **Copy ONLY those that need to be copied\***
- **Assume little**
- **Be to the point and brief- Keep it short, simple and clear**
- **Only one subject per email**
- **If you ask multiple questions you will NOT get answers to all (Guaranteed)**
- **Always use: “Please” ,“Thanks”, “Regards-V/R”**
- **Use SPELLING check, proof read**
- **Use- COPY, PASTE**







- **Don't change any wording on forwarded or VIA mail**
- **Identify yourself completely every time**
- **TO: is an action item for that person**
- **CC: is an information item to those persons.**
- **BCC: Do Not Use.**
- **Don't mix Auxiliary Business with personal communications**
  - \* **AVOID USING: Reply All**





# Document composition

- Use developed “Bang” lists
- Don’t use color- Use:
  - Bullets, Symbols, CAPS, Bold, Asterisks, Italics
- Don’t use all CAPS (CAPS mean that you are yelling)
- DO NOT Blind Copy – bcc
- Keep it clean (language)
- Void assigning Priority
  - High, urgent, Confidential





# **BE CAREFUL**

- **If you don't want it in print, don't send it !**
- **Don't send in anger**
- **Keep it clean - Avoid humor & sarcasm.**
- **DO NOT send personal member data, CG/AUX Operations info**
- **DO NOT send jokes, political, creed, or race, emails**





# REMEMBER:

- **When in Doubt, Don't Send it Out !**
- **Read it completely several times before sending**
- **‘Sleep’ on it if necessary before sending**
- **Once the Send/Enter key is hit it never can be taken back. A confidential email does NOT exist.**





# VIRUS

- **VIRUS THREATS**
  - Junk mail could contain a Virus
  - Don't send messages about Virus Threats as they may be a hoax or a threat themselves
  - If possible check your outgoing for Virus





# SUMMARY

**Use Email to :**

- **Convey information**
- **Arrange events**
- **Recap or document spoken conversations**
- **Create a paper trail**
- **Send attachments**
- **Send messages to groups**





**“Man does not live by words alone, because sometimes he may have to eat them”**

**Adlai Stevenson**

