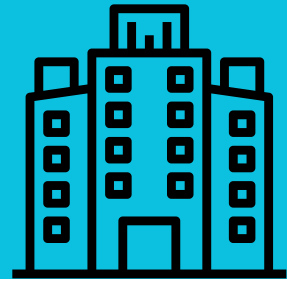


EMAIL MANNERS



Before Sending

Before sending an email stop to proofread. Include a greeting and sign off. Ask yourself if this is something you would say to that person face-to-face. Check the tone of the email. If the email could be seen as harsh or demanding re-evaluate how you want to word it.

Keep Time in Mind



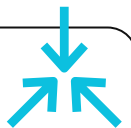
Be sure to only send emails during work hours. Sending them outside of work hours can overstep professional boundaries. Unless it is an emergency, it is best to wait to send emails during official work hours. In addition, stay away from using emojis in a professional setting.



Reply All?

Try not to use "Reply All" unless necessary. Not everyone needs to see your response to the sender. This can clutter someone's inbox and cause frustration. The same principle goes for unnecessary CC's.

Get To It!



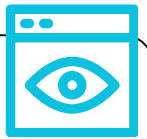
Be clear and get to the point. Long emails can create confusion and miscommunication. If something requires a long explanation, meet in person or call to discuss the matter. Also describe any email attachments to let the recipient know what they're opening.



These Are Real People

Remember that you are talking to real people. Be respectful and personalize your email, don't demand. Give realistic requests and timelines. Don't expect a reply right away, people have personal lives outside of work.

Visualize



When drafting an email, mentally check what you are typing, personalize it and be respectful. Make sure it does not sound too robotic. Use punctuation and make sure your tone is intentional.

Resources:

- [grammarly.com/blog/emailing/email-etiquette-rules-to-know](https://www.grammarly.com/blog/emailing/email-etiquette-rules-to-know)
- [cyberhouserock.info](https://www.cyberhouserock.info)

