

Email Etiquette . . . Tips For Us All

1. Keep your emails straightforward and to the point unless you are chatting with friends. Use bullet points or numbered items to help clarify.
2. Clearly state the reason for email in subject line.
3. Be wary of CC and BCC. CC is for people who need to be kept in the loop – do not CC everyone you know if they do not absolutely need a copy of the email. BCC is a secret and can come back to haunt you if the person who was sent an email was not aware of the BCC recipient.
4. Only place items as high priority if they actually are high priority. People will start to ignore them if everything is marked as urgent. Also, do NOT use all caps unless you are yelling at someone.
5. Be mindful of what you say in an email – what you mean may not always come across the way you meant without a voice along with it.
6. Be mindful that whatever you put in an email is out there somewhere and is out of your control. Careers have been sunk on email correspondence, as have relationships.
7. Keep control of your email . . . and don't let it control you. Set times to check email.
 - a. Read (read it now and in its entirety)
 - b. Respond (respond at the time you read it, or file it as a task for another time)
 - c. Remove (delete it as soon as you've responded)
8. When keeping emails you need, set up separate files for them – do not leave them in your inbox. Outlook lets you create subfolders under your inbox, and other email programs do the same or similar.
9. Respond within 24-48 hours for a business related email, unless it comes from your boss or is urgent – then respond as soon as possible.
10. Only keep the last in a series of emails that has the entire conversation on it.
11. Avoid printing emails unless necessary – it wastes paper and adds to your clutter.
12. Do NOT forward along jokes and email chain letters you may receive. Not only is this inappropriate in a business setting, in most cases, the recipient does not want or need it.

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