

Email Tip Sheet

Avoid Email Addiction: Check email only at certain times during the day.

Answer all questions. If you don't you only encourage more emails.

Use "Out of Office Assistant"

Use proper spelling, grammar and punctuation. Otherwise, you and your company look unprofessional.

Answer swiftly. Each email should be replied to within 24 hours and preferably within the same day.

Get to the point. Keep the small talk to a minimum. Get to the point. Keep sentences to 15-20 words.

Use cc: sparingly. Use only if the recipients know why they are receiving a copy of the message.

Do not write in CAPITALS. Makes it seem you are shouting or upset and can this lead to misunderstandings.

Read email before you send it. Look for clarity and grammatical mistakes. This will help avoid sloppiness and misunderstandings.

Do not overuse "Reply to All". Only if you really need your message to be seen by each person who received the original

Do not send emails when angry. Calm down and talk to that person face-to-face or over the phone.

Do not request delivery and read receipts. These are annoying.

Do not ask to recall a message. Instead, send another email admitting your mistake.

Use active instead of passive voice. This avoids sounding unnecessarily formal.

Fill in "Subject Line". This acts as a headline and prepares the recipient for your message.

Clarify your request. Make sure the recipient know what you are asking them to do. Be clear.

It typically takes workers 25 minutes to get back on track after an interruption. Interruptions take up to 28 percent of a person's work-day, creating a total of 588 billion of wasted company time each year. Email was a primary source of these interruptions.

- from a study done Basex, a knowledge research firm.