EMAIL ETIQUETTE TIPS

It's important whether for business or personal use that you follow the basics of email etiquette. This resource covers the top tips for email etiquette that everyone needs to be aware of and follow. By doing so you will be perceived as a courteous and intelligent individual.

SENDING EMAILS

1. Make sure your email includes a courteous greeting and closing. It helps to make your email not seem demanding or snappish.
2. Address your contact with the appropriate level of formality and make sure you spelled their name correctly.
3. Speck check! Emails with typos are simply not taken seriously.
4. Read your email out loud to ensure the tone is that which you desire. This will also help you catch misspelled words which spell check was not able to correct due to them being used out of context. Also, a few additions of the words "please" and "thank you" go along way!
5. Be sure you are including all relevant details or information necessary to understand your request or point of view. Generalities can many times cause confusion and unnecessary back and forths.
6. Are you using proper sentence structure? First word capitalized with appropriate punctuation? Multiple instances of !!! or ??? are perceived as rude or condescending.
7. Do not type in all caps. That reflects yelling or shouting emphasis.
8. Typing your emails in all small case gives the perception of laziness or lack or education.
9. NEVER send a blank email with attachments only or type your message in the Subject field.
10. If your email is emotionally charged, walk away from it and wait to reply. Review the sender's email again so that you are sure you are not reading into things that simply aren't there.
11. If sending attachments, did you check file size to make sure you don't fill the other side's inbox causing emails to bounce.
12. Refrain using the Reply All feature to give your opinion to those who may not be involved or interested.
13. Never expose your contacts' email addresses to stranger by listing them all in the To: field. Use Bcc:!
14. Make one last check that the address or addresses in the To: field are those you wish to send your reply to.
15. When composing an email, get in the habit of including the recipient's email at the very end. This will allow you to catch errors before clicking Send too soon!
16. Type in complete sentences. Typing random phrases or crypt thought does not lend to clear communication. Just because you're composing an email on your phone, it does not mean it's OK to type as though it was a casual text message with abbreviations.
17. Never assume the intent of an email you receive. If you are not sure, ask so as to avoid unnecessary misunderstandings.
18. Just because someone doesn't ask for a response it doesn't mean you ignore them. Always acknowledge emails in a timely manner.
19. Be sure the Subject: field accurately reflects the content of your email. Be specific.
20. Don't hesitate to say "thank you," "how are you?" or "I appreciate your help!"
21. Keep emails brief and to the point. Save long conversations for a telephone or in-person conversation.
22. Always end your emails with "Thank you," "Sincerely," "Best regards" – something!