

Email Etiquette

Creating a Positive, Professional, Work Environment



Why?

Many CDS personnel problems involve email

90% experience cyber incivility

Miscommunication

Misinterpreted as negative

Email Limitations

Misses subtle Face-to-Face Communication

Suggestions for Supervisors

Try not to Email on Weekends or Holidays

Consider Alternative Communication

Email Overload devalues Messages!

Proper Email Etiquette

Short Subject Line (less than 6 words)

Signature Line (identify yourself)

Check Spelling & Grammar

Direct, Short message (no manifestos!)

Check tone

THINK before you send!

Improper Email Etiquette

Confidential Matters (everyone will know!)

Negative Emotional Responses

All Upper Case Lettering (SHOUTS!)

Sarcasm or Humor

Improper Email Etiquette

Long, Rambling Messages

Use of “Reply All”

Huge Attachments (2 MGs or less)

Text Message Language

Best Practice

Use Numbers and Specifics

What and When, not ASAP!

No Drama

Be Polite and Courteous

Response to Negative Email

Delay your Response

Do Not Retaliate by Email

Visit or Call to Clarify!

THINK before hitting Send

Would I say this to their face?

Am I putting them in an awkward position?

How would I feel if I got this message?

Personal Contact Benefits

Demonstrate Importance

Interpret Thoughts and Feelings

Enhance Credibility and Trust

Build Relationships

Gather Feedback

Address Sensitive Issues

Be Aware...Think First!

Email can Create Hostile Work Environments

Email can be Rapidly Forwarded

Email is Forever

Email has Legal Ramifications

Stop Sending if Someone asks you to!

Final Thought

*Email unto others as you would have them
email unto you!*

Special Thanks

*Research for this presentation was
conducted by Ms. Weranuj Ariyasriwatana*

