Email Etiquette
Creating a Positive, Professional, Work Environment
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