

Email Etiquette

- ❖ **Emotional Self-Awareness** (wait 24 hrs before sending email when you feel *negative* emotions)
- ❖ **Reduce Number of Recipients**
 - Reply All (don't use it)
 - FW (do not forward hoax & chain letters)
 - CC: (reduce CCs and reduce emails for attention)
 - BCC: (use for mass-mailing lists so recipients will not see others email addresses)
- ❖ **Assume everyone will read the email** (reasonably PC, polite, negative gossip)
 - Be mindful of how the readers will react to (or interpret) the email
- ❖ **Concise** (to the point) NO LONG EMAILS=Gen rule
 - one idea per paragraph (very short paragraphs for legal corresp)
- ❖ **Review**
 - Grammar
 - Auto Spell Check
 - Proof for correctly spelled typos
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- ❖ **Provide topic in subject line**
- ❖ **ALL-CAPS**= shouting (can use *italics* for emphasis instead)
- ❖ **Setup Auto-reply** (out-of-office assistant) when on vacation

<http://ezinearticles.com/?Office-Email-Etiquette&id=1172891>

http://www.lbschools.net/Main_Offices/Superintendent/Strategic_Planning/pdf/team_5/Desk_Guide.pdf