

Forbes.com: 10 E-mail Habits that Send Wrong Message

Abusive Subject Line Behavior

Intention: By typing the word “URGENT,” “ACTION ITEM” or “READ ME” in the subject line, she is hoping to stress the actionable items of her email. Her message is clear.

Perception: Her subject line implies that she presumes her message is more important than any other correspondence you might have received. The perception is that she is over-confident and thinks very little of your time.

ALL CAPS

Intention: He’s trying to get his point across and ensure you know he means business. Caps=“this is a message that I am stressing.”

Perception:

Answering The Wrong Question

Intention: When a colleague on a group email answers questions that are under your purview before you have a chance to. He’s saving his colleague the hassle of answering—hey, he knows the answer too!

Perception:

The "Always CC Me" Request

Intention: She’s hoping to avoid any problems from slipping through the cracks by being aware of all activity and correspondence.

Perception:

Copyediting a Coworker

Intention: He wants to ensure that the higher ups see a clean, well-spoken document. By editing his coworker’s email and resending it, he ensures that the grammatically correct email is higher in the supervisor’s inbox.

Perception:

CC'ing Up

Intention: When you’re having an email exchange with a co-worker, and s/he escalates the conflict by sneakily CCing a higher-up. She’s resolving the issue efficiently by letting a higher-up in on the conflict.

Perception:

Instant Follow-Up

Intention: He wants to make sure you’ve received and read his email—calling or emailing right away seems like the logical way to find out.

Perception:

Over-use Of The Priority Flag

Intention: Read my email!

Perception:

The Preemptive Auto Response: "I'm very busy and important. But I'll get back to you as soon as I can!"

Intention: By setting an auto response to every email he receives, he is buying time—while reassuring you that he does care about your email and will respond at a convenient time. He thinks: polite.

Perception:

Reusing An Old Email Chain

Intention: She wants to make it easy for you to keep all correspondence from her in one place. Rather than begin a new email chain, she'll just keep using an old one so you can find it by her name.

Perception:

<http://xfinity.comcast.net/slideshow/news-bademailhabits/1/>