



GPEAK

Email Etiquette and Efficiency

Corresponding Materials Communication

For use with Activity 6 – Email Efficiency and Etiquette

- When writing an email, be sure to compose your message first and then add the email address at the very end. This prevents accidental sending and gives you one more chance to review the content and specify the recipient. This also helps you to check to see if you have attached whatever file you might want to send.
- **Always** assume that a supervisor, owner, superintendent, director, or company president might read your email. Nothing is confidential, so always write appropriately.
- If you are feeling angry, stop, take a breath, and if possible do not send a reply for several hours giving you time to calmly word your response.
- Include a clear and specific subject line.
- Keep it short and focused on the point.
- Check for correct spelling.
- Avoid using any texting abbreviations.
- Do not use slang or laid-back salutations. "Yo", "Hey, guys", or "Dude" are not professional.
- If you have several questions, put them in a numbered list.
- Do not use work email for social activities outside of the workplace.
- Avoid using all capital letters. That implies that you are SHOUTING.
- Do not use fancy fonts. They are harder to read.
- Watch your tone. Keep it neutral and professional.
- Be aware that people from different cultures may speak or write differently.
- Be cautious with humor. Not everyone would find the same joke or reference humorous.
- Carefully consider whether you want to Reply or Reply to All.

