

Email Response Templates

What's this?

The purpose of this document is to create a library of responses that are organized by the intent of your message. (For example, to find templates for messages reminding someone to do something you've already asked them to do look under "Reminder of past request(s)".) Each category of intent has bulleted templates to choose from, which you can of course customize to your use case to give it that 'human' touch.

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General Strategies.....

- Remember that often it *feels* scarier before you open the email than it is after you've read it. Try recording your anxiety about the email immediately before and after opening the email. Compare the scores.
 - [Here is a template](#) for recording anxiety before, during, and after a message.
- Can you respond within two minutes?
 - -- If yes, then do it!
- If the email requires time to follow-up, can you block off time on your calendar to do that?
 - -- If yes, then do it!

- If you haven't already, take a look at using [Gmail's wMultiple Inboxes feature](#) to help you automatically categorize emails by importance/priority.

Templates

Salutations.....

Hi there!

Happy [day of the week: ex: Tuesday]

- ❖ I hope this finds you well.
- ❖ I hope you've have a lovely weekend.

Making a request.....

Quick Ask:

I'm hoping I can get you to do ____ / get me ____ by [date/time]. I'd really appreciate it so that I can get ____ done by [date/time]. Please let me know if there is any additional info I should provide for this.

Longer Ask:

Can I get you to do ____ / get me ____ by [date/time].

Here's the background on this one:

I'm working on a project for _____. The end goal is _____. The final deadline _____. In order for _____ to do _____ we need the _____ by [date/time] Do you think that this will fit in your current schedule? Are there any blockers to getting this in? Is there any additional info you need or anything I can do to help move this along?

Thanks so much, [Name]!

Reminder of past request(s).....

- ❖ I'm bubbling this email up to the top of your Inbox.
- ❖ I'm following up in regards to the X....
- ❖ I'm hoping to get that X from you [by this afternoon |this week].
 - Is there anything that I can do to help move this along?
 - What would help make this happen?
 - Have you encountered any roadblocks?
 - Can we meet for coffee? Can we hop on a VC? Can we hop on a phone call? I've put some time on our calendars to sync up.

Quick Thanks.....

Hi there,

- ❖ Thank you so much for your response.
 - This truly helps.
 - It's always a pleasure working with you.
 - I'm looking forward to taking a look at this.
 - Have a great day/weekend

Cheers,

Passing the buck.....

[Name of Person A, the original person emailing you], thanks for reaching out about this. I'm looping in [Name of Person B, the person you're passing the buck to]. They work on _____ and are really the person you need to speak with about this. Go ahead and give [Person B] the run-down on what you need and when you need it by. I know that [Person B] has a pretty stacked plate, so it might be helpful to bullet exactly what you need.

Thanks to you both.

Cheers,

[Your Name]

Extending a Deadline.....

- ❖ Your questions merit some thorough consideration on my part.
- ❖ Do you mind if we move the meeting to [4:00pm PST|Thursday|next week]?

Admitting you don't know.....

Thank you for reaching out to me about this.

- ❖ Unfortunately I'm not really sure about ____.
 - Can you take some time to look into this further?
 - Do you know anyone else who might have more information about this?
 - I'll take a look into this and get back with you.
 - I'm guessing that this could take 2-4 hours of intensive research to figure this out.
 - Is this still estimated to be needed by [date/time]?
 - Do we still consider this a [low|medium|high] priority?

Identifying Priority and/or Scope.....

- ❖ Thank you for reaching out to me about this. I have a few questions about this to ask.
 - Can you give me a clearer image of who these results will go to, what decisions this will assist, and when these results are needed?
 - Can you tell me a little bit more about the process that this will improve?
 - Can you tell me a little more about the value you anticipate that this will bring?
 - Can you think of any follow-up actions/asks this might lead to?
 - Can you tell me how familiar the stakeholders are with this project?

Saying No.....

Thank you for reaching out to me about this.....

- ❖ Unfortunately my role/team is not able to meet this request.
- ❖ Although I can see this idea as being really interesting, it is currently not in alignment with my [manager's] priorities.
- ❖ Unfortunately at this time I am fresh out of bandwidth.
 - I wish you luck on this effort.

- ❖ Unfortunately at this time I am maxxed out on commitments [this week/month/quarter].
 - I would really like to work with you on this in the future. Would it be possible for you to schedule some time to revisit this in X weeks/months?

Tab 2

To	Person Person Person
Cc	Person
Bcc	Person
Subject	

Contacts

Contacts

☐ Name	☐ Email	☐ Phone	☐ Location
 Person			 Place
 Person			 Place
 Person			 Place

Applicants

Applicants

☐ Name	☐ Email	☐ Phone	☐ Social	☐ Resume	☐ Stage
 Person				 File	New ▾
 Person				 File	Under r... ▾
 Person				 File	Intervie... ▾
 Person				 File	Offer st... ▾