

## Email Tip Sheet

**Avoid Email Addiction:** Check email only at certain times during the day.

**Answer all questions.** If you don't you only encourage more emails.

**Use "Out of Office Assistant"**

**Use proper spelling, grammar and punctuation.** Otherwise, you and your company look unprofessional.

**Answer swiftly.** Each email should be replied to within 24 hours and preferably within the same day.

**Get to the point.** Keep the small talk to a minimum. Get to the point. Keep sentences to 15-20 words.

**Use cc: sparingly.** Use only if the recipients know why they are receiving a copy of the message.

**Do not write in CAPITALS.** Makes it seem you are shouting or upset and can this lead to misunderstandings.

**Read email before you send it.** Look for clarity and grammatical mistakes. This will help avoid sloppiness and misunderstandings.

**Do not overuse "Reply to All".** Only if you really need your message to be seen by each person who received the original

**Do not send emails when angry.** Calm down and talk to that person face-to-face or over the phone.

**Do not request delivery and read receipts.** These are annoying.

**Do not ask to recall a message.** Instead, send another email admitting your mistake.

**Use active instead of passive voice.** This avoids sounding unnecessarily formal.

**Fill in "Subject Line".** This acts as a headline and prepares the recipient for your message.

**Clarify your request.** Make sure the recipient know what you are asking them to do. Be clear.

*It typically takes workers 25 minutes to get back on track after an interruption. Interruptions take up to 28 percent of a person's work-day, creating a total of 588 billion of wasted company time each year. Email was a primary source of these interruptions.*

- from a study done Basex, a knowledge research firm.