### Email Etiquette

# THIS IS A DISCUSSION ON EMAIL ETIQUETTE, WITH A FOCUS ON FORWARDING ETIQUETTE

- What is etiquette?
  - The rules which indicate the "correct" way to behave in a certain time and place.

• Email etiquette is especially important in the work place



## 5 Basic Email Etiquette Rules

# Rule #1: Always include a subject and use the recipient's name in the greeting

- Why is a subject important?
  - It informs recipient what the email is about.

# Rule #2: Do not write in ALL CAPITALS

WRITING IN ALL CAPITALS CAN CONVEY THAT YOU ARE SHOUTING IN YOUR MESSAGE, AND NOBODY LIKES TO BE YELLED AT. CONSIDER OTHER WAYS TO GET YOUR MESSAGE ACROSS WHILE CONVEYING ITS IMPORTANCE. USING ALL CAPITALS CAN BE ANNOYING AND TRIGGER AN UNINTENDED RESPONSE.

## Rule #3: Do not use email to discuss confidential information



# Rule #4: Take care with abbreviations and emoticons ©

- Save abbreviations like LOL (laugh out loud) or IDK (I don't know) for text messages among friends.
- Some may not understand your abbreviations
- Not professional



# Rule #5: THINK before you send

### If you answer yes to all of these questions:

- Is this relevant to the work my organization is doing?
- Will the office benefit professionally from this information?

Okay to send!

# But if you answer NO to any of these...

- Could this information hurt/embarrass/offend someone?
  - Email should not be used for confrontation/yelling/reprimanding
- Could this email be misinterpreted in a bad way?
- Is this information important to share in the workplace?
- Could this email get me into trouble?

Part of Rule #5: Do NOT send!

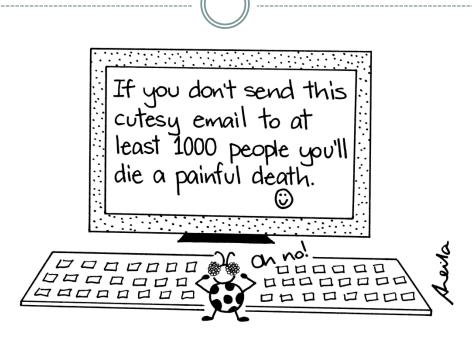
#### What is the purpose of email in the workplace?

- Quick communication
- Share PROFESSIONAL information
- Keep records of communication

#### **It is NOT for:**

- sharing funny email forwards that your friends send you
- sharing political or religious views
- harassing coworkers
- inappropriate conversations

# Rule #6: Do not Forward unnecessary/unrelated Emails



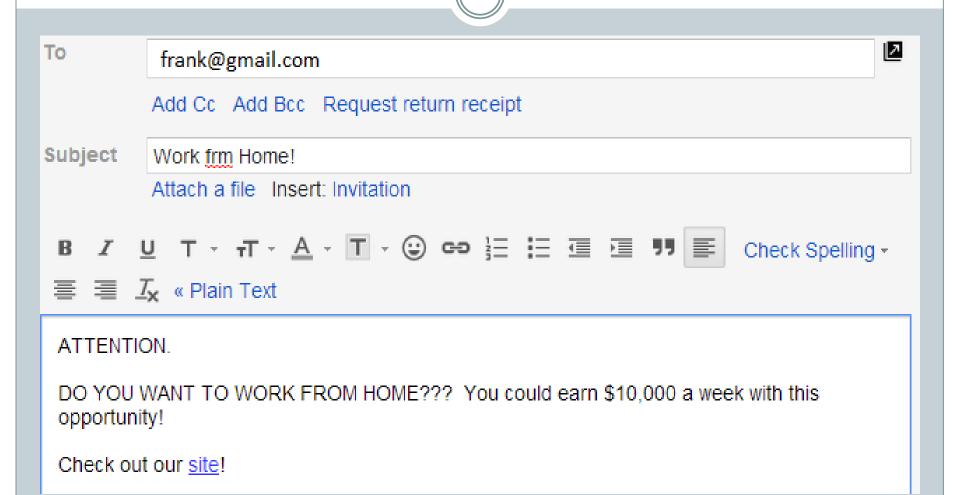
#### Rules for Forwarding

- 1. If you cannot take the time to write a personal comment at the top of your forwarded email to the person you are sending to then you shouldn't forward it at all.
- 2. Think carefully about if what you are forwarding will be of value, appreciated or humorous to the person on the other side.
- 3. If an email tells you to "Forward to everyone you know/love/all of your family" do NOT forward

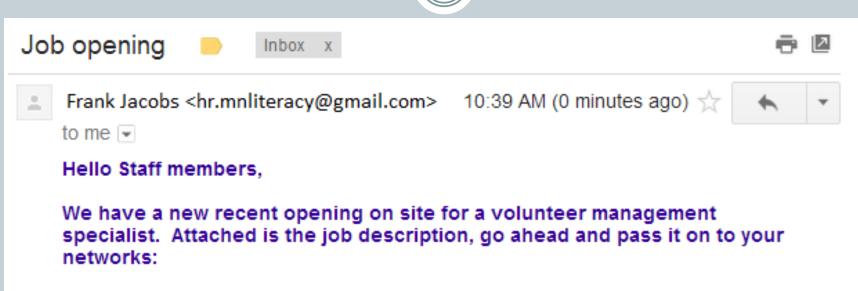
### Forwarding

- •Is it a good idea to forward emails that promise money or goods?
- Should you forward emails to as many contacts as possible?

### Example 1: Would this email be relevant to someone?



### Example 2: Would this email be relevant to someone?

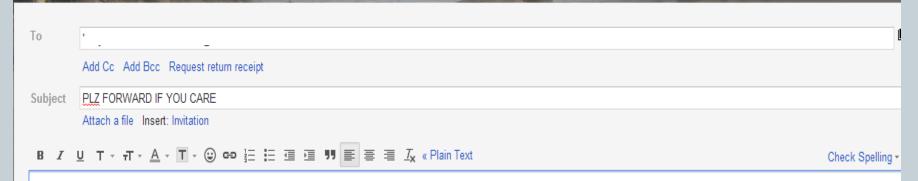


If you're interested in making a difference by working on literacy-related causes in your community, consider applying for a Minnesota Literacy Council VISTA position!

#### What are the requirements?

VISTA members must be at least 18 years of age and a U.S. citizen or legal permanent resident. Some college experience is preferred, and you should have a desire to fight poverty with passion! VISTAs commit to a full year of service (August-August), typically serve 40 hours per week, and are not allowed to hold other jobs or attend school full time while serving.

### Example 3: Would this email be relevant to someone?





Little Suzy died waiting for her mother to come home.

If you have a heart, forward to everyone you love. <3 <3

REMEMBER: When you send an email to someone, they are getting a copy that they can keep...forever.

