What is Email?

Email stands for electronic mail. It is the most preferred means of communication because it is cheaper and faster. It is used in formal, semi-formal as well as an informal way of expression or writing. There are two ways to write the email:

Formally

Informally

Tips for Writing Email Letter Format

Stay up to date and do not use old letter writing formats. There is no need to mention a date when practicing electronic modes of communication. Put all your text left-aligned, rather than following older formats utilized for letters written on paper.

Always declare your request as clearly as possible, and supply it with a valid reason to make your case more powerful.

Formal emails frequently use indirect questions instead of direct ones

Formal complaints should be well worded, but without losing the nature of professionalism. While placing down your complaints, make sure your email does not end up looking tense or undignified. It is necessary to state the issues or events producing offense as clearly as possible, but also in brief.

Always hold your tone respectful and reassuring when dealing with complaints and grievances. At no point in your email, should you attack the sender with any counter-questions or lose the attitude of formality.

Convey happiness or excitement informal emails only with words and appropriate amounts of punctuation, like the occasional exclamation point.

Format of Email Writing

The email writing format is likewise for each of the categories. Though the selection of words and language varies depending upon the kind of email. One can employ friendly and casual writing in informal emails. The language utilized in formal emails should be professional, precise, and formal.

The Important steps for writing the email are:

Subject Line

Salutation

Body of the mail

Signature

Format

The format is given here

From: Sender's Mail id

To: Recipient's Mail id

Cc: Other concerned person's with visible email ids

Bcc: Other concerned person's with invisible email ids

Subject: Reason for writing the mail

Greeting/Salutation: Display your respect (Such as Sir, Respected Sir)

Main Body: Content of the email

Introduction

Discuss the matter in detail

Conclusion

Closing line: Thank you for the consideration

Attachments: Attach reference files

Signature line: Name and contact details

Formal Email Writing Format

An email addressed for business communication or professional use falls under this section. The email addressed to any official department, school administration, company or any officers is the formal emails. Use of proper and formal words, the purpose for writing mail, clarity, proper salutation and closing are some of the commands of the formal email.

Let us write a formal email for a resignation letter.

To: (Mail id of the recipient)

Cc:

Bcc:

Subject: Resignation Letter

Respected/ Dear Sir,

I am writing this mail to inform you that I am leaving my position with this organization. As per the standard of the company I've to give a month's notice before quitting. I hope you will get a good replacement for me within this time period.

I really appreciate the opportunities that you have given to me and helped me to grow. Wish you and the company the best in the future.

Kindly let me know what to anticipate as far as my final work schedule and the employee perks. It would be an honor to be assistance with the above.

Waiting for your response.

Thanks and Regards

(Your name)

(Designation name)

Contact details

Informal Email Writing Sample

An email addressed to any friend, family members or relatives appears under this section. The practice of polite, friendly and casual terms along with proper salutations and closings are some of the rules of the informal emails.

Suppose we need to write the invitation to a birthday party in the mail to your friends, then the sample would be:

To: (Email of the recipient)

CC/BCC: (If you need to add more recipient)

Subject: Invitation to a birthday party

Hi,

I hope this mail finds you in considerable time. I am very happy to invite you to my birthday party on Jan 03 at XYZ Hotel from 7:00 pm to 10:00 pm. The theme of the birthday party is 'Cinderella".

It would be excellent if you come and join us at the party. We will have a great time and fun together.

See You Soon

(Your Name)

PRINCIPLES OF EFFECTIVE EMAIL WRITING

One of the most common methods of communication today is via email. It is therefore essential to know how to communicate effectively via email.

- Firstly get the email address correct.

- Avoid the use of all CAPS in writing as this is equivalent to shouting.

- A relevant and informative subject line is a must as 'Hi' or 'Hello' may lead to your email being ignored or ending up in the spam folder.

- Avoid grammatical and spelling errors.

- Organise your sentences logically.

- Limit your message to one screen and use logically organised sentences and paragraphs

to make it convenient to read.

- Use bullet points / numbered lists or tables and headings to enable quick and clear reading.

- Give your email a personal touch by using appropriate greeting and closing statements that suit the nature of your message.

- The signature block must contain - your name, company, email address / contact information, fax and digital signature.

- While you may want to send an attachment, avoid unnecessary attachments.

- Avoid sending emails when angry. It is improper to fire a person or discuss conflicts within the company via email. Avoid insulting and insensitive comments. No Smilies :) or acronyms (FYI - for your information) to be used.

- Finally double check the matter before pressing the 'send' button

Email Etiquettes

1. Use a clear, professional subject line
Show your recipient clearly what the email will cover. Many people will decide whether they will open an email depending on the subject line. For someone who gets hundreds of emails a day, a subject line that is to the point makes it easier for them to sort through their inbox and decide what communications to prioritise.

2. Proofread every email you send
Make sure there are no grammatical or professional errors. Have you spelt the recipient's name correctly? Are there spelling errors? Are you using simple sentence structures and correct capitalisation and punctuation? Ignoring these compromises your professionalism and the credibility of your email.

3. Write your email before entering the recipient email address
It is always best practice to write the contents of your email first in case you accidentally send the message too early.

4. Double check you have the correct recipient
There is nothing worse than sending an email to the wrong Jess or a confidential document to the wrong client or company.

5. Ensure you CC all relevant recipients
It is unprofessional to leave out a colleague or client from a relevant email chain. Be mindful of who should be informed about a given matter and respect that.

6. You don't always have to "reply all"

Think about who needs to read your response; no one wants to read an email chain from 20 people that has nothing to do with them.

7. Reply to your emails

Most people at some point have felt swamped by the large number of emails they have to sift through. But replying to an email is good etiquette, especially if the sender is expecting a response. Acknowledging you received the email but will get back to the sender at a later time is a professional alternative to ignoring or avoiding certain emails.

8. Include a signature block

If your recipient doesn't know anything about you, they may be skeptical of the authenticity of your email. It is professional to include your full name, title, your company and your contact number.

9. Use the appropriate level of formality

For instance, begin with "Dear _____", use "please" and "thank you" where necessary, and always end your email with the appropriate phrase, "Kind regards", "Thank you", "Sincerely" and so on.

10. Keep emails brief and to the point

No one wants to read an enormous chunk of text. You can always follow up on the matter later or suggest they give you a call if they have any queries or concerns.

Overcoming Problems in Email Communication

Email is an extremely popular form of communication in both the business and personal communication landscapes, but it can often lead to major problems if the underlying tone of the email message is misinterpreted at one end. If the parties involved are in different emotional states of mind, the slightest disagreement via email can quickly spiral out of control leading to a full blown argument.

As soon as email writers start using text phrases to characterize emotion that would normally be delivered via physical body language, the intended message could be misunderstood by the reader due to a complete misinterpretation of the writer's emotional tone. It's also important to note that intentional sarcasm in an email message only makes matters worst. The source of the problem with email communication deals directly with emotion. Emotion portrayed in a text based email can be interpreted differently when being read by different people, in much of the same way that a well written poem or set of song lyrics can receive various interpretations by various people.

How can we solve the email communication problem? There isn't a single correct answer, but here are 4 bullet points to help you out:

1. **Be clear. Be brief.** – Write short email messages with a crystal clear point. Do not write long winded confusing paragraphs that leave room for misinterpretation.
2. **Proofread.** – Proofread your message multiple times. If the email deals with touchy subject matter, have a third-party read it over as well. This can give you added perspective on how well it will be received by the intended recipient.

3. **Wait.** – Write the email, proofread it, and then sit on it for a little while. Knock off a couple other tasks before you have second look at it. If your emotions were flaring when you wrote the email, a little time can allow these emotions to settle, allowing you to evaluate the message in a different light.
4. **Pick up the phone!** – While email can be a convenient communication channel, certain discussions need to be handled over the phone, or if possible, in person. If you notice that the situation is starting to deteriorate, don't send another email, it's time to pick up the phone or arrange a face to face meeting.