



Communication & E-Mail Best Practices

- Always be polite
- Keep emotions under control
- Think twice prior to communication
- Use words “please” and “would”

Acknowledge & Respond

- Acknowledge all e-mails you receive
- Need time?
 - use “I will get back to you ASAP!”

Keep Paragraphs Short

- **Keep paragraphs short within 5 lines**
- **Get straight to the point. No long intros!**
- **Use text blocks - keep ideas focused**



Keep It Clean

- **Avoid fonts smaller than 10 or larger than 12 points**
- **Small fonts are difficult to read**
- **Large fonts require extensive scrolling**
- **Use spaces & breaks to separate blocks of text**

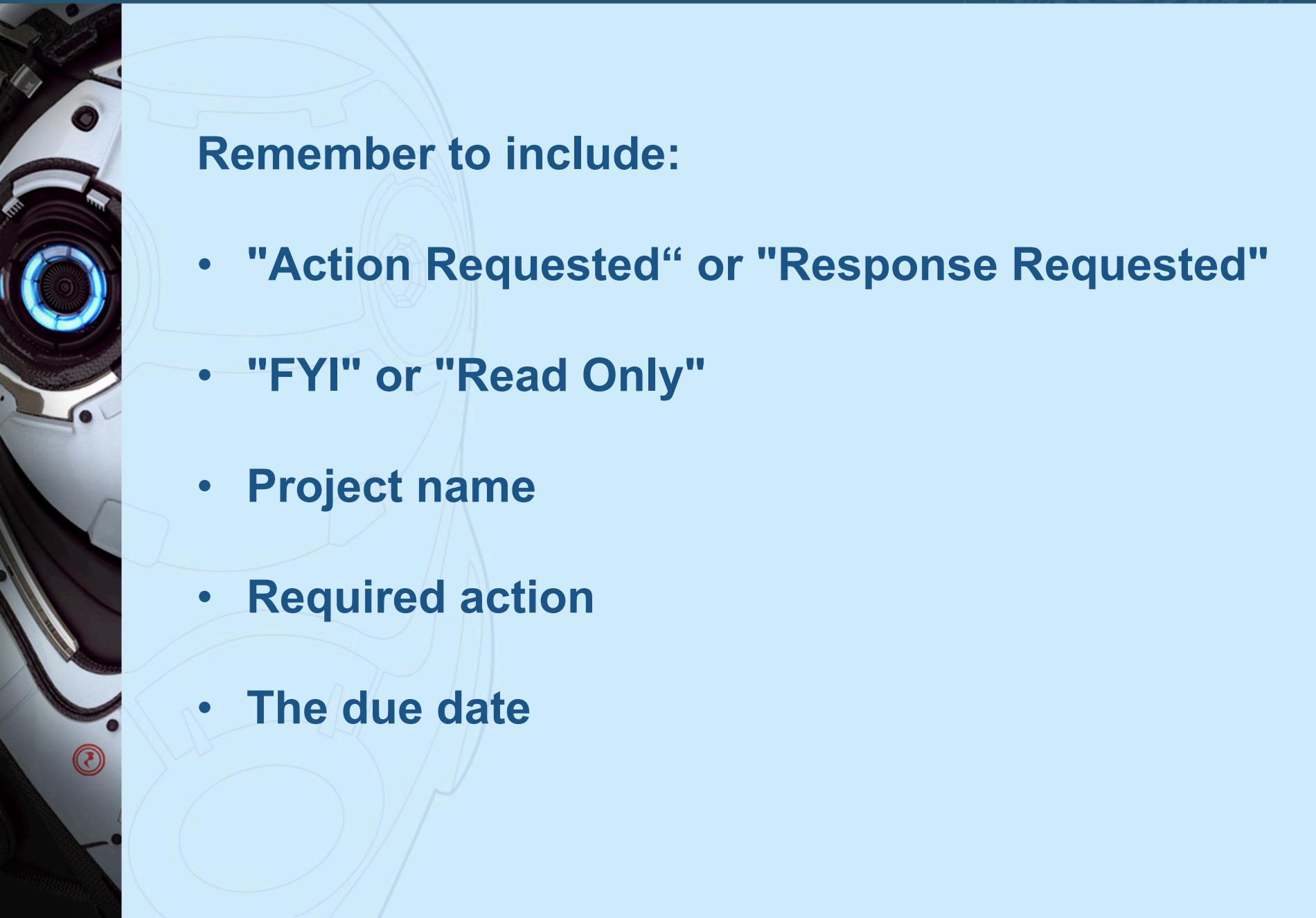
Concise. No Jargon. Check Spelling.

- ✓ *Use as few words as possible*
- ✓ *Pay attention to sentence structure*
- ✓ *Your point must be clear and direct*
- ✓ *Use only formal language, no slang*
- ✓ *Always use Spell Checker*

Use Formatting to Emphasize

- Use bold & underline to emphasize
- Use bullets and tables to attract attention
- Organize text using lists and tables
- Always use corporate message templates

Create an Effective Subject Line



Remember to include:

- "Action Requested" or "Response Requested"
- "FYI" or "Read Only"
- Project name
- Required action
- The due date

Ask One Question Only!

- ✓ *Ask only one question per your e-mail main subject*
- ✓ *Avoid mixing several questions in one e-mail*
- ✓ *Use separate e-mails for separate issues*

Don't Forget!

- Always include a signature line
- Use mailing lists
- Use the CC & BCC lines
- Add attachments
- Re-read one more time

No reply? – FOLLOW UP!
No action? – FOLLOW UP!
Need update? – FOLLOW UP!