

# *E-mail Writing*



# *What is an e-mail?*

- *E-mail or Electronic mail is a medium through which computer-generated messages are exchanged between identities over telecommunications.*
- *It is a method to send a message or information in form of text, graphics, images, sound files etc.*

*Email is a good way to get your message across when:*

- ✓ *You need to get in touch with a person who is hard to reach via telephone, does not come to campus regularly, or is not located in the same part of the country or world (for instance, someone who lives in a different time zone).*
- ✓ *The information you want to share is not time-sensitive. The act of sending an email is instantaneous, but that does not mean the writer can expect an instantaneous response.*
- ✓ *You need to send someone an electronic file, such as a document for a course, a spread sheet full of data, or a rough draft of your paper.*
- ✓ *You need to distribute information to a large number of people quickly*
- ✓ *You need a written record of the communication.*

## *Email is not an effective means of communication when:*

- ✓ Your message is long and complicated or requires additional discussion that would best be accomplished face-to-face. For example, if you want feedback from your supervisor on your work or if you are asking your professor a question that requires more than a yes/no answer or simple explanation, you should schedule a meeting instead.*
- ✓ The information is highly confidential. Email is NEVER private! Keep in mind that your message could be forwarded on to other people without your knowledge. A backup copy of your email is always stored on a server where it can be easily retrieved by interested parties, even when you have deleted the message and think it is gone forever.*
- ✓ Your message is emotionally charged or the tone of the message could be easily misconstrued. If you would hesitate to say something to someone's face, do not write it in an email.*

# *POLL QUESTION*

- *When do you think an email is not appropriate medium to share the message?*

*A) When you need written proof of the communication.*

*B) The information to be shared is highly confidential.*



# *Steps for Professional Emails*

- 1. Identify your goal*
- 2. Consider your audience*
- 3. Keep it concise*
- 4. Proof-read your email*
- 5. Use proper etiquette*
- 6. Remember to follow up*

# *Elements of an E-mail*

**From:** Sender's email id

**To:** Recipient's email id

**Cc:** Other individuals receiving the same mail with visible ids

**Bcc:** Other individuals receiving the same mail with invisible ids

**Subject:** Title or the reason of writing mail

**Salutation:** Words like Dear, Respected, Hi etc.

**Main body:** the main content of the email

1. Introduction
2. Matter in detail
3. Conclusion

**Closing:** Ending Statement

**Attachments:** Attached Files with emails

**Signature Line:** Sender's name, signature, and other details of contact

# *Elements in detail*

## **Cc : (means Carbon copy)**

- Copying individuals on an email is a good way to send your message to the main recipient while also sending someone else a copy at the same time.
- This can be useful if you want to convey the same exact message to more than one person.

## **Bcc: ( Blind Carbon copy)**

- Blind copying emails to a group of people can be useful when you don't want everyone on the list to have each other's addresses.
- The only recipient address that will be visible to all recipients is the one in the To: field.



# *POLL Question*

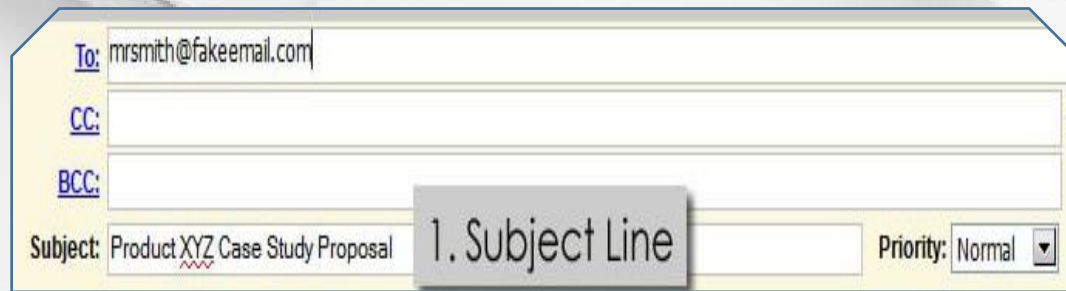
- *when you don't want everyone on the list to have each other's addresses. Which element would you use?*

*A) CC :*

*B) BCC:*

# Subject Line

- *Subject line is like a headline of the news.*
- *It highlights the purpose of the email in a few words.*
- *Be professional, clear and concise in writing subject line.*
- *Keep your subject line under 50 characters or 6 to 8 words.*
- *Use action verbs so the reader knows what you want done.*
- *Write the subject line after drafting your message*



The screenshot shows an email composition window. The 'To:' field contains 'mrsmith@fakeemail.com'. The 'CC:' and 'BCC:' fields are empty. The 'Subject:' field contains 'Product XYZ Case Study Proposal'. A grey box with the text '1. Subject Line' is overlaid on the subject field. The 'Priority:' dropdown is set to 'Normal'.

To:	mrsmith@fakeemail.com
CC:	
BCC:	
Subject:	Product XYZ Case Study Proposal
Priority:	Normal