

# Writing email



## Contents:

- When to use email.
- Problems with email.
- Email tips:
  - Preventing overload.
  - Writing email.



# When to use email? The alternatives

- In-person.
- Phone.
- Instant messages.
- Formal letter.
- Phone with email follow-up.
- Email with phone follow-up.
- Etc.

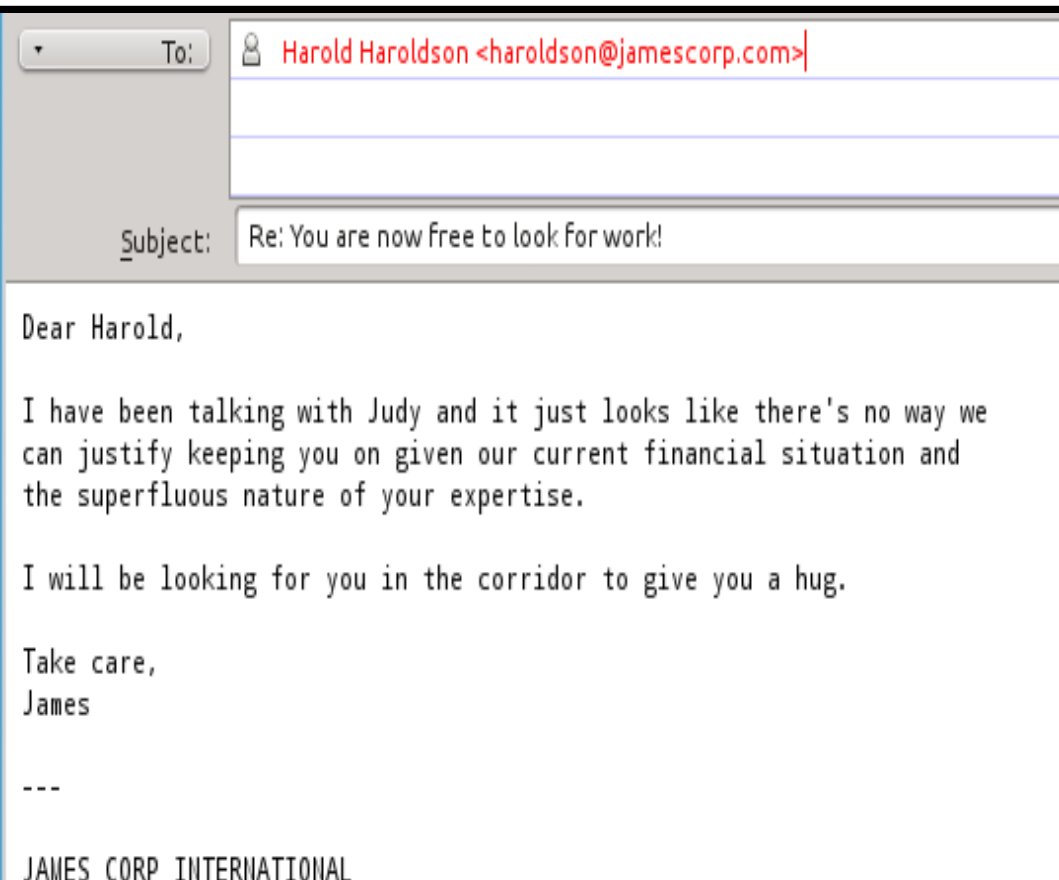


# When to use email? Considerations

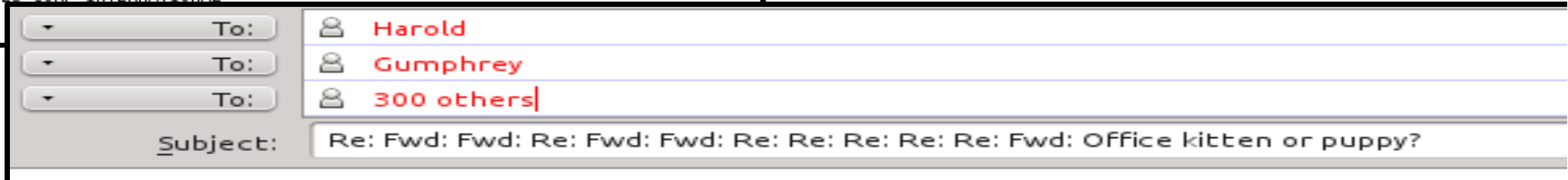
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- Permanent record desirability.
- Recipient's availability.
- Recipient's:
  - Typing speed.
  - Back health & eye-sight.
  - Attitude to email.
- Number in conversation.
- Topic complexity.
- Existence of related documents.
- Need for security.
- Topic weight and urgency.

# Problems with email (I)

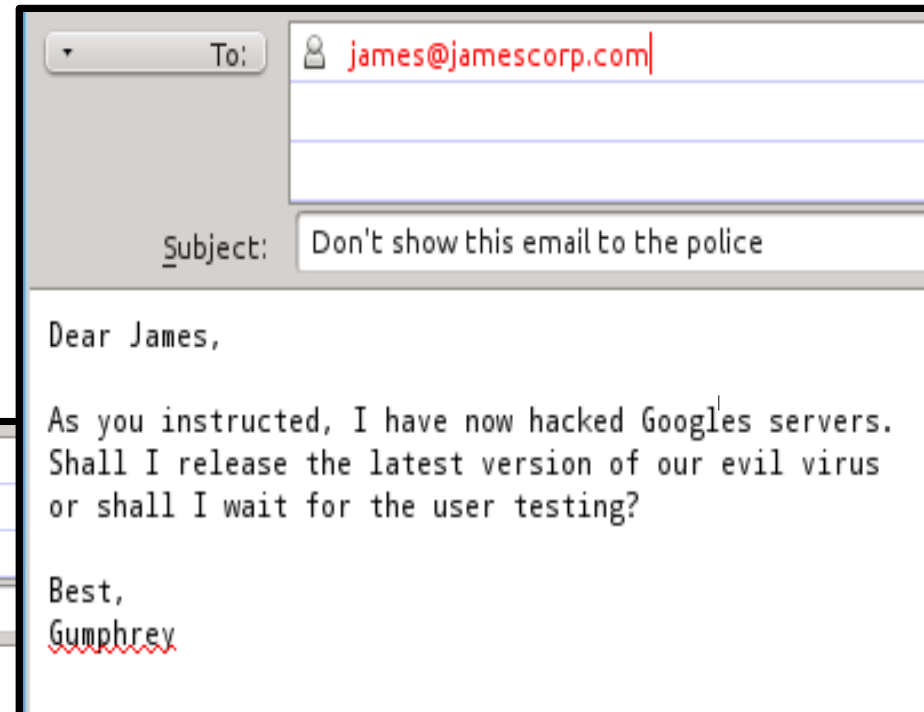
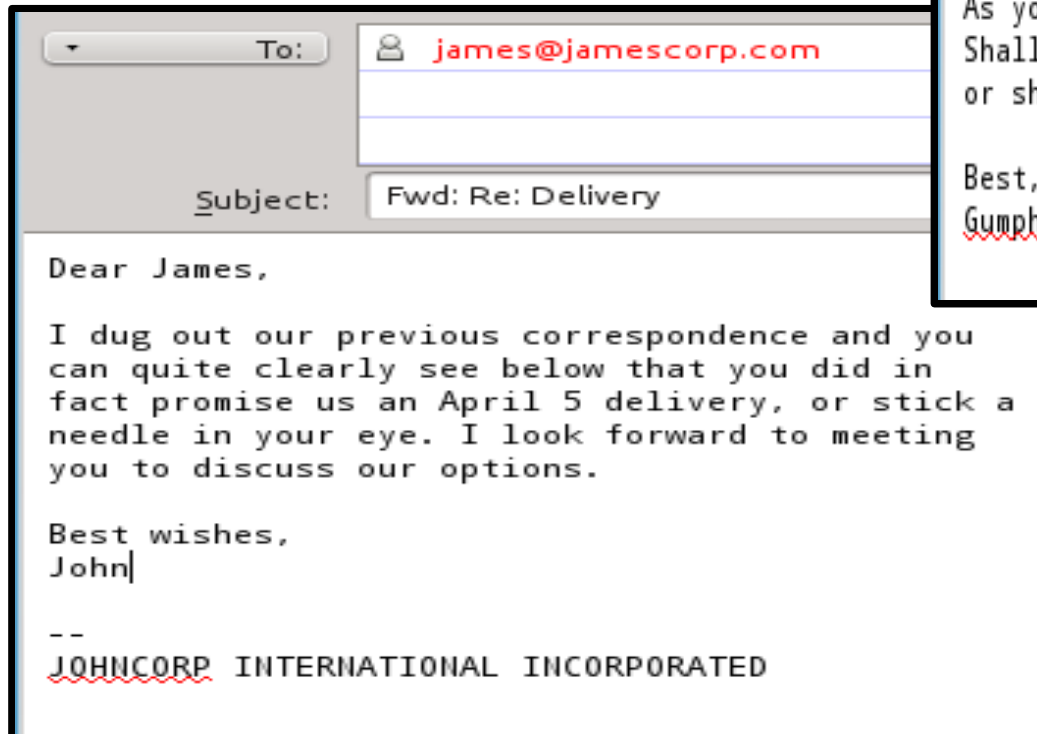


- Impersonal.
- Asynchronous.
- Abusable.
  - Spamming.
  - Fluff.



# Problems with email (II)

- Paper trail.
- Insecurity.



# Email overload: How to spread the love

- Know what you want to say.
- Know purpose of email .  
(not vague like "to fill you in")  
(specific like "to give you spec  
summary for customer")
- One email per topic  
(→ one thread per topic).
- Come to the point.
- Edit your email.

# General writing tips: applied to email.

- Informality:
  - Adjust tone depending on *possible* audience.
- Structure:
  - Subject line should be informative.
  - Put important information first.
  - Use space!
  - Format informatively (e.g. use lists, headings).
  - Keep it short (consider multiple messages).

# Reading

Beer & McMurrey, Chapter 4  
**"Letters, Memoranda, Email,  
and Other Media for  
Engineers".**

<https://www.google.com.tr/search?q=email+tips>

<http://lifehacker.com/5964225/your-emails-are-too-long-heres-how-to>