



# 10 Ways to Write Better Emails

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Want to make a new year's resolution that you can actually stick to?



Chances are, you're going to spend over a quarter of your workday dealing with emails, so if there's one thing you choose to upgrade in the new year, you might as well start with your communication skills




Here are 10 ways to take your emails from mediocre to majorly awesome-while inspiring other people to step it up, too



# 1. Announce Your Intentions Upfront—and Get to the Point

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"Hey!



## 2. Try to Include One "Big Idea" Per Email

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- "The main thing to remember is..." "The key takeaway from our conversation is..." "The one thing I need from you, right now, is..."

### 3. Try to Use Statements, Not Open-Ended Questions

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This: "I think launching the new campaign on Thursday is the best choice"

Not this: "So, what do you guys think?"

# 4. Be Surprisingly Generous

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"Congratulations on your promotion"





## 5. When Delivering Criticism, Be Respectful and Specific

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"Thanks for all of your work

# 6. Show Your Humanity

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"So sorry to hear that your dog passed away





## 7. Tell Your Reader What You Need— and When You Need It—Upfront

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"Hey!



## 8. Occasionally, Send Emails That Include a Compliment, Not a Demand or Request

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"Hey



**9. Whenever Possible,  
End With Some of the  
Most Beautiful Words  
on Earth**

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# 10. Above All: Astonish People With Your Brevity

When you write better emails, you set a new barometer of excellence—inspiring everyone around you to communicate more clearly and effectively, too

You might not be destined to be the next Dalai Lama or Mother Teresa, but helping to remove friction, irritation, and time-wasting misunderstandings from your workplace?

After all, one well-written email can change someone's day, shift someone's attitude, nudge a project into motion, or even change someone's life