

Email Etiquette



**THIS IS A DISCUSSION ON EMAIL
ETIQUETTE, WITH A FOCUS ON
FORWARDING ETIQUETTE**



- What is **etiquette**?
 - The rules which indicate the “correct” way to behave in a certain time and place.
- Email etiquette is especially important in the work place



5 Basic Email Etiquette Rules

Rule #1: Always include a subject and use the recipient's name in the greeting



- **The need for this will be made clear during out Email Safety Day.**
- **Why is a subject important?**
 - It informs recipient what the email is about.

Rule #2: Do not write in ALL CAPITALS



WRITING IN ALL CAPITALS CAN CONVEY THAT YOU ARE SHOUTING IN YOUR MESSAGE, AND NOBODY LIKES TO BE YELLED AT. CONSIDER OTHER WAYS TO GET YOUR MESSAGE ACROSS WHILE CONVEYING ITS IMPORTANCE. USING ALL CAPITALS CAN BE ANNOYING AND TRIGGER AN UNINTENDED RESPONSE.

Rule #3: Do not use email to discuss confidential information



Rule #4: Take care with abbreviations and emoticons ☺

- **Save abbreviations like LOL (laugh out loud) or IDK (I don't know) for text messages among friends.**
- **Some may not understand your abbreviations**
- **Not professional**

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"There's so much communication by email now. It's rather :-("

Rule #5: THINK before you send



If you answer yes to all of these questions:

- Is this relevant to the work my organization is doing?
- Will the office benefit professionally from this information?

Okay to send!

But if you answer NO to any of these...



- **Could this information hurt/embarrass/offend someone?**
 - Email should not be used for confrontation/yelling/reprimanding
- **Could this email be misinterpreted in a bad way?**
- **Is this information important to share in the workplace?**
- **Could this email get me into trouble?**

Part of Rule #5: Do NOT send!

What is the purpose of email in the workplace?

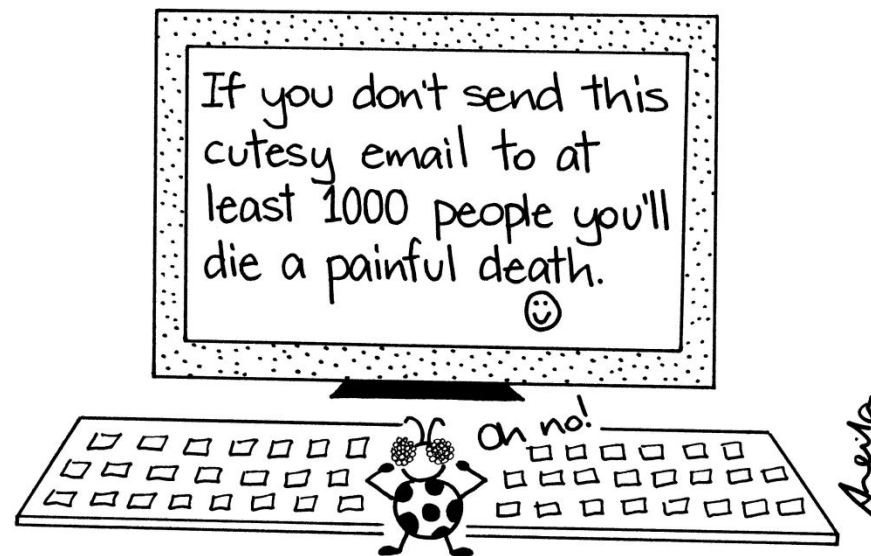


- Quick communication
- Share PROFESSIONAL information
- Keep records of communication

It is NOT for:

- sharing funny email forwards that your friends send you
- sharing political or religious views
- harassing coworkers
- inappropriate conversations

Rule #6: Do not Forward unnecessary/unrelated Emails



Rules for Forwarding




1. If you cannot take the time to write a personal comment at the top of your forwarded email to the person you are sending to – then you shouldn't forward it at all.
2. Think carefully about if what you are forwarding will be of value, appreciated or humorous to the person on the other side.
3. If an email tells you to “Forward to everyone you know/love/all of your family” do NOT forward

Forwarding














- Is it a good idea to forward emails that promise money or goods?
- Should you forward emails to as many contacts as possible?




Example 1: Would this email be relevant to someone?

To: 

Add Cc Add Bcc Request return receipt

Subject:  Attach a file  Insert: Invitation

B *I* U **T** ▾ **T** ▾  ▾         Check Spelling ▾

   « Plain Text

ATTENTION.

DO YOU WANT TO WORK FROM HOME??? You could earn \$10,000 a week with this opportunity!

Check out our [site](#)!

Example 2: Would this email be relevant to someone?



Job opening



Inbox x



Frank Jacobs <hr.mnliteracy@gmail.com>

10:39 AM (0 minutes ago)



to me ▾

Hello Staff members,

We have a new recent opening on site for a volunteer management specialist. Attached is the job description, go ahead and pass it on to your networks:

If you're interested in making a difference by working on literacy-related causes in your community, consider applying for a Minnesota Literacy Council VISTA position!

What are the requirements?

VISTA members must be at least 18 years of age and a U.S. citizen or legal permanent resident. Some college experience is preferred, and you should have a desire to fight poverty with passion! VISTAs commit to a full year of service (August-August), typically serve 40 hours per week, and are not allowed to hold other jobs or attend school full time while serving.

Example 3: Would this email be relevant to someone?



To:

[Add Cc](#) [Add Bcc](#) [Request return receipt](#)

Subject: PLZ FORWARD IF YOU CARE

[Attach a file](#) [Insert: Invitation](#)

B *I* U **T** **↑T** **A** **T** « Plain Text [Check Spelling](#)

Little Suzy died waiting for her mother to come home.

If you have a heart, forward to everyone you love. <3 <3

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● Dear Sir, (Salutation)

Sub: Enquiry regarding internship opportunities at L &T Metro (Subject Line)

I am s student of Mechanical Engineering, studying at IIT, Kanpur, I am in the second year of my course. I would like to know about the internship opportunities available in your organisation. (Paragraph 1. Self Inro and stating of Purpose)

I am interested in studying the mechanism involved in the running of electric trains. In fact, I intend to take up as the focus area of research for my project this year. In this connection, an internship with L&T Metro will give me valuable hands – on experience with reference to my area of study. (Paragraph 2. further details about the enquiry)

My summer break extends from 10 April to 30 June 2021. Please do let me know if opportunities are available to intern with L&T Metro. I have attached my brief profile with this letter, for your reference. (Paragraph 3 – Timelines and follow up

Regards

Yours faithfully

REMEMBER: When you send an email to someone, they are getting a copy that they can keep...forever.

