

EMAIL ETIQUETTE

Email is a crucial part of any business or personal interaction, but certain details may not be obvious to everyone who's just starting out. When emailing someone, you are meeting them in their virtual world, so remember that a good impression matters!

Here are a few guidelines to help you email effectively:



Write a clear and direct subject line that accurately reflects the email content.



Choose the appropriate level of formality. For instance, begin with an adequate salutation ("Dear __,") based on your relationship with the recipient. Use courteous language such as "please" and "thank you" where necessary and always end your email with a proper closing line, e.g., "Best regards." If appropriate, you may use a signature that contains your full name and contact details.

Write clearly and concisely by structuring your writing into short paragraphs and avoid sending heavy email attachments. You may sometimes need to briefly introduce yourself.



Use proper language and titles and steer clear of slang or profane words.



Make appropriate use of the carbon copy (Cc) and blind-carbon copy (Bcc) fields: Ensure that all relevant recipients who should be informed about a given matter are listed in the Cc field, and use the Bcc feature when sending an email to multiple recipients or when you wish to hide recipients.



Think twice before you type and restate your words when necessary. Bear in mind that your recipient can neither see your body language nor hear the tone of your voice to know your intention.



Avoid writing in all caps and overusing exclamation marks, as it insinuates yelling at the recipient.

Never use the "Reply all" button unless absolutely necessary (if you really think that it is essential to send out the message to everyone on the list), for no one wants to read the dreaded long email thread or get annoying notifications of new messages from hundreds of people for something that has nothing to do with them.



Treat others with respect and dignity and be aware of your emotional state. Understand the other person's opinion, and if you feel the need to disagree, do so in a respectful manner. When emotions are running high, calm your inner storm and then send your message.



Pay attention to the quality of your writing and proofread your message before sending it. Use complete sentences, make sure there are no grammatical or spelling mistakes, and use proper capitalization and punctuation.

Add the recipient's email address only after writing and proofreading your email, as it may be inadvertently sent to your recipient either incomplete or erroneous.



Double-check the recipient's email address before hitting the "Send" button.



Make sure to use a relevant email address to let the recipient know exactly who is sending the email.



Aim to respond to your emails in a timely manner, as a late response is considered discourteous, and make sure to answer every single email that requires a response from your end.

By following these simple guidelines and remembering why we have conversations, you can help make your online communication a truly meaningful experience for everyone involved.