

Communicating effectively through email is like having a superpower. It's not just about typing words; it's about drafting messages that hit the right notes, foster connections, and get things done.

## Do

- Utilize email
  - When you need to reach a large audience.
  - When you need to ask for broad input
- Set automatic replies when you are out of the office during normally scheduled hours. Provide your expected return date when possible.
- Keep the subject line clear for the recipient
- Be concise – the longer the email, the less likely the recipient will read it carefully
- Provide a reasonable amount of time for the recipient to respond or complete the task given.
- Respond in a timely manner; 24 hours if possible. If you are unable to complete the request immediately, respond to acknowledge receipt of the email and let them know you will get to the matter as soon as you can.
- Be polite and personable – include a greeting and a warm closure

## Don't

- Include people without a need to know in the email chain.
- Convey delicate or sensitive messages
- Forward messages without explicit or implicit permission from the sender
- Overuse priority flags and read receipt confirmations
- Use emails as a substitute for staff meetings
- Attack a recipient or any individual with sarcasm & public criticism
- Continue a virtual conflict with the person you are addressing
- Attempt to utilize email to settle a conflict with someone rather than addressing concerns in person
- Unnecessarily use “reply all”
- Type in all caps, use excessive punctuation, or give one-word responses
- Email when angry or emotional. Wait at least a few hours and re-read the email before deciding to send.

## BEST Practice

- Be wary of using sarcasm or humor. Without body language and tonality, it can easily be mistaken for rudeness.
- If you are questioning whether to include a response or statement, then do not include it.
- If you receive an email that you perceive as hostile, set the email aside and re-read it after a few hours or a day has passed. At times, an email that you initially perceived as inflammatory can be perceived differently at second glance.
- If you do receive an email that you believe to be hostile, remain professional, provide the required information related to the work at hand and do not respond in hostility.
- Keep in mind that emails leave a permanent record, even if you delete them.