Email Communication & Etiquette

What is email etiquette?

- Etiquette governing communication on the Internet

- Rules for how to communicate appropriately and respectfully online

Why does it matter?

Good email communication skills. . .

- are part of succeeding in college and on the job.

- help you make a good impression.

- make it more likely that you'll get the response you want!

Basic Rules of Email Communication

- Be sure to include the following:
    - proper subject line
    - greeting
    - introduction (if necessary)
    - request
    - thank you/closing remark
    - signature

Basic Rules of Email Communication

- Remember that direct language can sound harsher in emails than in person.

- Use proper written, not spoken, language.

- Do not assume that the reader will "get" a joke or understand sarcasm.

- Be thoughtful and respectful in what you write.

- Do not make demands.

- Choose your words carefully.

Basic Rules of Email Communication

- Assume everything you write is a public document.

- Avoid talking about other people in an email message.

- Use proper grammar and sentence structure. Spell-check your message!

- If your message includes a request, always close with a thank you to the recipient for considering it.

- Do not expect or demand an immediate response.

- Reread your message before sending it, and rephrase if necessary.

Basic Rules of Email Communication

- If you receive a confusing or unclear email message. . .

  - give the writer the benefit of the doubt.
  - ask politely for clarification.
  - suggest discussing the matter
    in person.

Sample Email Message (Great!)

SUBJECT: **Technical Reporting – Memo Question**

Dear Ms. Gard,

I am a student in your Technical Reporting class, and I am confused about today's homework assignment. I would appreciate it if you could explain what you mean by an "incident report." Is there a place in the textbook where I can find an example?

Thank you very much for your help.

Sincerely,
Jim

Jim Smith
Jim.Smith@witc.edu
715-333-4444

Sample Email Message (Needs Work!)

SUBJECT: none

Ive been wrking on the homewrk for like two ours and I don't get it. Whats the point and what am I supposd to do? Ive got way to much going on and have to work tonite.
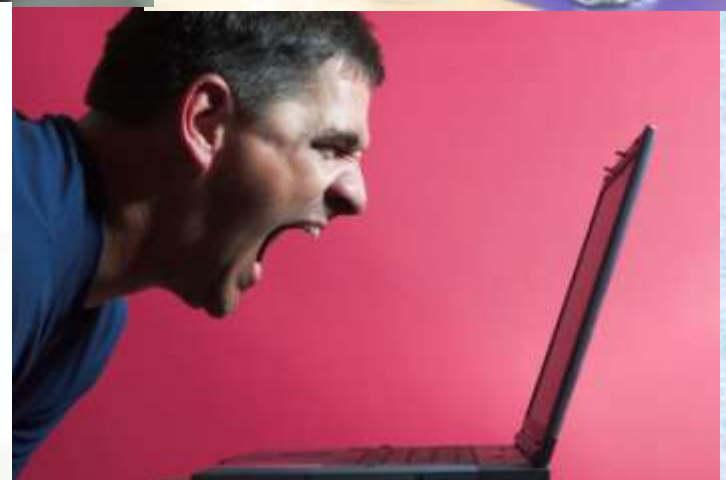
Jim

They may forget what you said, but they will never forget how you made them feel.

- Carl W. Buechner

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