

Mind Your (Email) Manners

Guideline	Points to Remember
Think about your goal and your audience	Determine if email is the best method to communicate your message, and limit your distribution to those who need to know.
Be concise and to the point	Do not make an email longer than it needs to be. Everyone appreciates a brief, clear message.
Use proper spelling, grammar and punctuation	Although emails can feel more casual than print communications, it's important to use proper spelling and grammar — not only because of the impression it can give you and the company, but also to convey the message properly. Use complete sentences and short paragraphs. Reading your email through the eyes of the receiver will help you to send a more effective message. Do not depend on spell check.
Use caution when you "Reply to All"	Avoid the use of "Reply to All" when the original email was sent using a distribution list." Reply to All" only when you know everyone on the distribution list and are sure that it is important for them to see your reply.
Do not attach unnecessary files or email stationary	Unnecessary files, screenshots and background stationary in your email all take up space, so only include them when they are necessary. Special stationary, background colors and enhanced fonts should not be used. Signature blocks should not contain personalized statements, slogans, messages or sayings.

Do not overuse "High Importance" or capital letters	If you overuse the "High Importance" option, it will lose its function when you really need it. Writing in capitals, underlining and bolding do not necessarily make the statement more important or effective. Your message can come across as aggressive and be difficult to read.
Limit abbreviations	Know your audience. Business emails should only have abbreviations that are known to the business.
Do not forward chain letters	Company email should be used to share business information. Chain letters don't meet this criteria, and should be deleted as soon as you receive them.
Do not copy a message or attachment without permission	Do not copy a message or attachment belonging to another user without the permission of the originator. You could be infringing on copyright laws or inadvertently passing on confidential information.
Do not use work email to discuss confidential personal matters	If you wouldn't want your message to be displayed on a bulletin board, don't send it through your work email.
Use a meaningful subject line	Subject lines should provide you, at a glance, the contents of the message. The subject line should never include key information that is not repeated in the body of the message.