Session aims

- Email etiquette

- Twenty one dos and don'ts of emails

- Setting good practice for yourself and across your team

- Choosing the appropriate method of communication

Email etiquette

- Always consider sensitivity and confidentiality of any messages and attachments.

- Don't copy/forward private messages to another person without the author's explicit permission. This is a breach of confidentiality.

- Use appropriate language; be polite and concise.

- Do not forward chain emails. These may also contain viruses and other malware.

Email restrictions

- Increasing number of emails being sent and size of attachments may impair the performance of an organisation's system

- Does not allow for non-verbal cues to provide context

- Little control over how messages are interpreted

- It is often assumed that the email has been received, read and acted upon

- Very easy to send to an unintended recipient

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Managing email: Do

1. Scan email when you first open your account

2. Respond to anything that must be handled immediately

3. Allocate specific times e.g. mid-morning & mid-afternoon for dealing with email

4. Check email settings to allow you to set the frequency for in-coming mail

5. Disable sound alerts and the alert dialogue box

Managing email: Do

6. Flag important or urgent messages which you cannot reply to immediately

7. Set up **folders** for your emails and file them according to their subject

8. Ask first: 'Do I need to keep this document?'

   ➤ If yes: file it in the appropriate folder

   ➤ If not: delete it!

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Managing email: Don't

9. Unnecessarily redistribute or forward messages

10. Use a private email account for work messages if that is likely to cause confusion or have security/privacy implications

11. Forget to purge old folders

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Composing email: Do

12. Make sure email is the appropriate method for your message

13. Put **subject headers** on all emails to make it immediately clear what the email is about

14. Keep emails short, **concise** and to-the-point

15. Sign the messages with your name and all other information necessary for the recipient

Composing email: Don't

16. Use slang, sarcasm or humour in professional emails, or SHOUT

17. Send to multiple recipients without checking they need the information

18. Send multiple messages in one email

19. Send information which may cause offence or injury to the recipient or others

20. Send confidential documents unless they have been protected

21. Unnecessarily print emails

Managing group emails and email account

- Clarity on who responds and a common process for tagging/flagging messages for group members
- Common good email etiquette
- Efficient use of email files and folders across the team
- Group details included at end of each email if more than one team member handle the same issue(s)
- Do not use for personal messages or to sign up to mailing lists
- Consider confidentiality – is there likely to be information other team members should not have access to?

Choosing the appropriate method of communication

- Email
- Phone call
- Meeting face to face
- Letter
- Social media?
  - ➢ What issues should you consider?
    - ✓ Urgency
    - ✓ Need for non-verbal messages
    - ✓ Having a written record
    - ✓ Appropriate distribution of information
    - ✓ Confidentiality

Final thoughts

The more emails you send out, the more you will receive.

If you want to change the way people communicate with you, make changes in how you communicate with them first.

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