

# *E-mail*

*Not Just for Old People. . .*



# E-mail



- Standard practice in [business](#).
- Preferred over postal mail and fax machines.
  - Quicker
  - Less intrusive than phone calls
- Should be written with care as traditional letters.
  - Must be proofread and spell-checked
- Your email etiquette could make or break your career success.
- Best habit—use email etiquette that will display your professionalism.

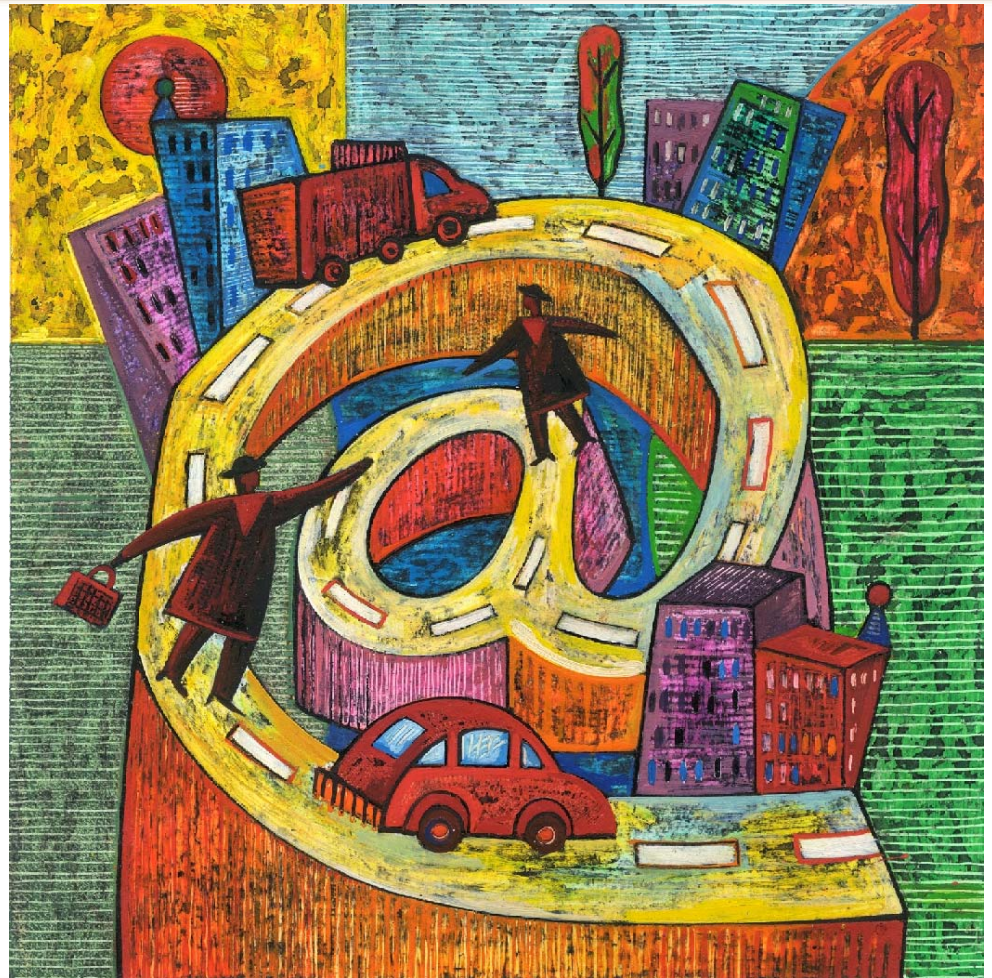
# *Important Guidelines*



- Email should cover one topic.
  - Use separate emails for separate topics
- Message should be brief, using short sentences and paragraphs.
- Be courteous and professional.
- Business/school email is not private.
- Avoid FLAMING emails by NOT hitting the Send Button.
  - You can't take back emails that are sent.

# *Is there a need for email etiquette?*

- Professionalism
- Efficiency
- Protection from liability
- 32 Most Important Email Etiquette Tips
- Other Reasons?



# 32 *Most Important* *Email Etiquette Tips*




1. Be concise and to the point.
2. Answer all questions and preempt further questions.
3. Use proper spelling, grammar and punctuation.
4. Make it personal.
5. Use templates for frequently used responses.





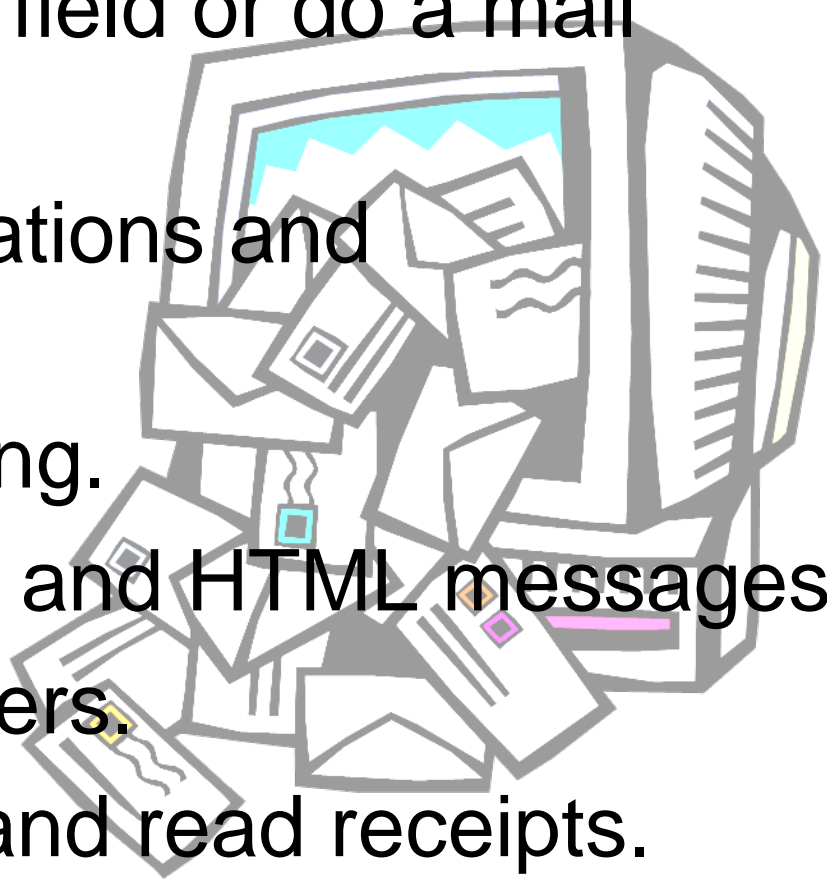
## ***32 Most Important Email Etiquette Tips Continued***

6. Answer swiftly.
  7. Don't attach unnecessary files.
  8. Use proper structure and layout.
  9. Don't overuse the high priority option.
  10. DON'T WRITE IN CAPITALS.
  11. Don't leave out the message thread.
  12. Add disclaimers to your emails.
  13. Read the email before you send it.
  14. Don't overuse the Reply to All.
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# ***32 Most Important Email Etiquette Tips Continued***



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15. Mailings—use the Bcc: field or do a mail merge.
  16. Take care with abbreviations and emoticons ☺ :-] :’{
  17. Be careful with formatting.
  18. Take care with rich text and HTML messages.
  19. Don’t forward chain letters.
  20. Don’t request delivery and read receipts.
  21. Don’t ask to recall a message.

# 32 Most Important Email Etiquette Tips Continued

22. Don't copy a message or attachment without permission.
23. Don't use email to discuss confidential information.
24. Use a meaningful subject.
25. Use active instead of passive voice.
26. Avoid using URGENT or IMPORTANT
27. Avoid long sentences.
28. Don't send or forward emails containing libelous, defamatory, offensive, racist, or obscene remarks.





# 32 Most Important Email Etiquette Tips Continued

- 29. Don't forward virus hoaxes and chain letters.
- 30. Keep your language gender neutral.
- 31. Don't reply to spam.
- 32. Use cc: field sparingly.

## **Activities**

1. Read an Email Request
2. Write an Email Request



# *E-Mail Addresses*

- Host name
  - String that follows the @ sign
  - Incorporates the domain name
  - .edu
    - educational
  - .com
    - Commercial businesses
  - .gov
    - US Government/non-military
  - .net
    - Special large network machines/companies/organizations
  - .mil
    - US military sites and agencies
  - .org
    - US non-profit organizations and others



# *You've Got Spam*

- Can Spam Act
  - December 16, 2001
  - January 1, 2004 effective
  - Bans the sending of bulk commercial e-mail using false identities and misleading subject lines.
  - Requires all commercial email messages to include a valid postal address and give recipients opportunity to opt out of receiving more messages.



# *Spam Continued*

- Spam accounts for more than half of all email traffic.
- [How Spammers Sow](#)
- [Why Gmail?](#)
- [Gmail Spam Filters](#)
- [Other Features](#)



# ***Web Resources***



- [Internet Country Codes](#)
- [Inter-Network Mail Guide](#)
- [Net Manners](#)
- [Email Replies](#)