

# THE 10 COMMANDMENTS OF EMAIL ETIQUETTE AND COMMUNICATION

We are all receiving large volumes of email which can take up valuable time and mental energy to process each day. So, to promote efficiency and professionalism in our organisation, we all agree to follow the 10 commandments of email management.

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# 1.

## **I WILL WRITE AN EFFECTIVE SUBJECT LINE.**

When people are viewing their Inbox all they see is a name and a subject so making the subject descriptive and stating the purpose of the email is important. The Subject line also helps people search for emails effectively later.

### **Examples of stated purpose:**

AR (Action Required), FYA (For your approval), FYI (For your information)

### **Example of descriptive subject lines:**

Poor subject line: Help Please?

Good subject line: John can you assist me with the Samuels proposal?

Poor subject line: Want to meet up?

Good subject line: Can we meet to discuss the Samuels proposal on Friday?

### **Example of descriptive Subject Line with stated purpose and deadline:**

AR: ABC Proposal – send to John Rogers by Friday 22nd October

# 2.

## **I WILL USE CC FIELD AS AN FYI.**

Not if there is anything the recipient needs to action.

One of the most common email 'sins' is cc'ing someone into an email that they don't need to be. Often, we are sending a cc'd email to keep someone 'in the loop' but this is not necessarily the best way to do this. One reason is that the person receiving the email must read through it and any conversation that has occurred to get up to date. There can be a tendency to be more passive-aggressive by cc'ing instead of using direct communication. Also, if managers receive a lot of cc'd email, there is a tendency to start ignoring it.

**Tips:**

- Instead of cc'ing someone, cut and paste the information you want to share from your original email. Explain why you're passing the email along, and send it directly to the person you would have cc'd.
- Use cc when someone has requested to be kept up to date about a project or conversation or if you are doing a job for someone else
- Have regular quick catch ups to keep people in the loop

**3.**

**I WILL ONLY SELECT REPLY ALL WHEN THE EMAIL IS INTENDED FOR EVERY RECIPIENT.**

If everyone in the chain doesn't need to read an email, there is no need to clog everybody's inboxes with unnecessary emails so delete email addresses that aren't relevant

**4.**

**I WILL NEVER SEND AN EMAIL WHEN I AM UPSET OR ANGRY.**

Sleep on it and type it up in the morning.

**5.**

**I WILL ANSWER EMAILS PROMPTLY.**

All emails should be acknowledged or actioned by the end of every business day.

**6.**

**I WILL DECIDE ON THE BEST MEDIUM FOR COMMUNICATION BEFORE SENDING AN EMAIL**

(it may not be the most efficient method of communication).

## ACTIVITY

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- Sending information
- Needs an urgent response
- Delegating a task
- Negotiating an outcome
- Newsletter
- Selling a product or service
- Discussing an incident
- Social interaction
- Arranging a meeting
- To say thank you

## BEST MEDIUM FOR COMMUNICATION

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- Email a link
- Phone call
- Assign through the task list
- Face to face meeting
- Intranet
- Phone call, followed by email, followed by a face to face meeting
- Face to face meeting
- Text of phone call
- Send a calendar invite
- Hand written note

**7.**

**I WILL NOT WRITE LONG EMAILS THAT ARE HARD TO UNDERSTAND.**

Limit emails to two paragraphs and use bullets and headings to make sure text is easier to digest. If there is a call to action state it at the start of the email, then explain.

**8.**

**WHEN I AM SENDING EMAILS OUTSIDE OF WORK HOURS, I WILL DELAY SENDING THE EMAIL UNTIL THE NEXT WORK DAY.**

(select the Options tab in the email and click 'Delay Delivery' and select day and time).

**9.**

**I WILL NOT USE CAPITALS AND !!!!!! WHEN SENDING EMAILS AS THIS IS SHOUTING.**

**10.**

**I WILL USE THE BCC FIELD WHEN SENDING AN EMAIL TO A GROUP OF EXTERNAL PEOPLE THAT MAY FEEL UNCOMFORTABLE ABOUT THEIR EMAIL ADDRESS BEING SHARED.**