



To ensure that you are perceived as a caring and intelligent human being and a joy to communicate with, apply the basics of email etiquette for both business and personal contact. In other words

"Type unto others as you would have them type unto you!"



Include appropriate courteous greeting and closing, use the appropriate level of formality and make sure you have spelled their name correctly



Spell check - emails with typos are simply not taken as seriously. It's not a failsafe but prevents avoidable mistakes



Read your email out loud to ensure the tone is that which you desire. Try to avoid relying on formatting for emphasis; rather choose the words that reflect your meaning instead. A few additions of the words **"please"** and **"thank you"** go a long way!



Are you using proper sentence structure? First word capitalised with appropriate punctuation? Multiple instances of **!!!** or **???** are perceived as rude or condescending



Refrain from using the **Reply to All** feature to give your opinion to those who may not be interested. In most cases replying to the sender alone is your best course of action.



Just because someone doesn't ask for a response doesn't mean you ignore them. Always acknowledge emails from those you know in a timely manner



Do not type in all **Capitals**, that's yelling or reflects a shouting emphasis



If you **Bold** your type, know you are bolding your statement and it will be taken that way by the other side - x10!



Typing your emails in all **Small Case** gives the perception of lack of education or laziness



Only use **Cc:** when it is important for those you **Cc:** to know about the contents of the email. Overuse can cause your emails to be ignored



Think about your motives when adding addresses to **Cc** and/or **BCc**. Use your discretion.



Make sure when using **BCc:** that your intentions are good. To send **BCc:** copies to others as a way of talking behind someone's back is inconsiderate



Don't hesitate to say thank you, how are you, or appreciate your help



Keep emails brief and to the point, save long conversations for the old fashioned telephone or snail mail



Don't **Forward** emails that say to do so--no matter how noble the cause may be. Most are hoaxes or nonsense and may not be appreciated by those you send to



If someone asks you to refrain from forwarding emails they have that right and you shouldn't get annoyed or take it personally



When forwarding email, if you cannot take the time to type a personal comment to the person you are forwarding to--then don't bother forwarding



Don't forward anything without editing out all the forwarding >>>>, other email addresses, headers and commentary from all the other forwarders



If you must forward to more than one person, put your email address in the **TO: field** and all the others you are sending to in the **BCc: field** to protect their email address from being published to those they do not know. This is a serious privacy issue!



Be careful when forwarding email on political or controversial issues including jokes, the recipient may not appreciate your POV



Try not to make assumptions when it comes to email. Always ask for clarification before you react



Think of your business email as though it was on your business letterhead and you'll never go wrong



With emotionally charged emails, wait until later to see if you feel the same before clicking **Send**



If any email states to forward to all your friends, or just 5 people -- do everyone a favour and just hit **Delete!**



Take a quick look at the e-mails in your **Trash** before you delete them just in case an important e-mail landed there by mistake



Never use an old email to hit **Reply** and start typing about an entirely new topic



Take the time to review each email before clicking **Send** to ensure your message is clear and you are relaying the tone that you desire



Make one last check that the address or addresses in the **To: field** are those you wish to send your email to