

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 <u>Small Case</u> gives the perception of lack of education or laziness



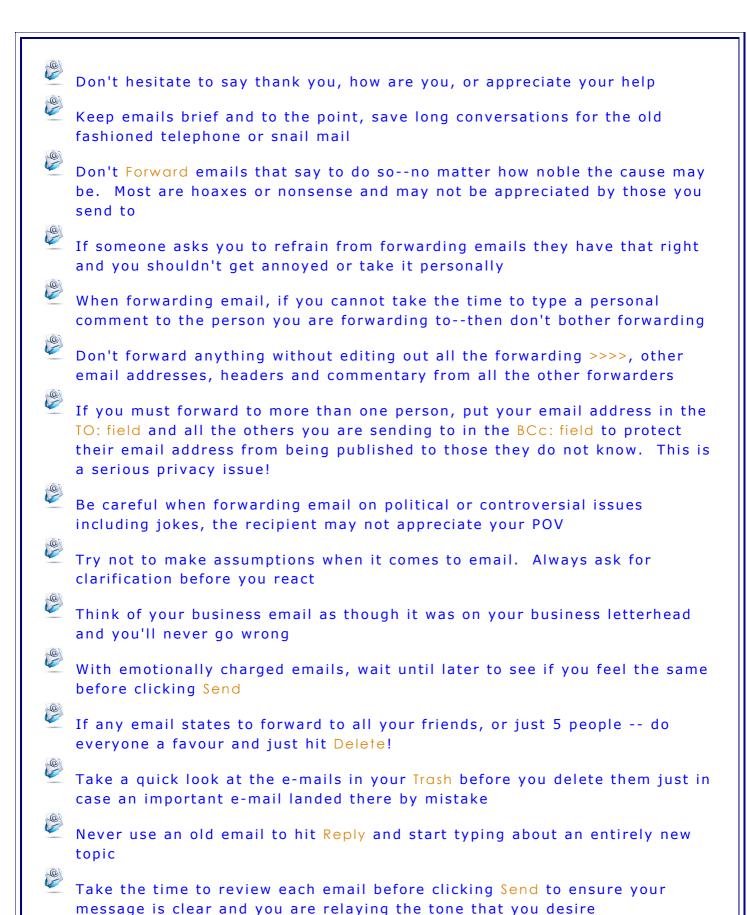
Only use Cc: when it is important for those you Cc: to know about the contents of the email. Overuse can cause your emails to be ignored



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



Make one last check that the address or addresses in the  $\overline{\text{To:}}$  field are those you wish to send your email to