




Manners & Civility

# Importance of Proper Email Etiquette

BY DEBBY MAYNE | Updated 09/26/17



 Always check your email one mor...

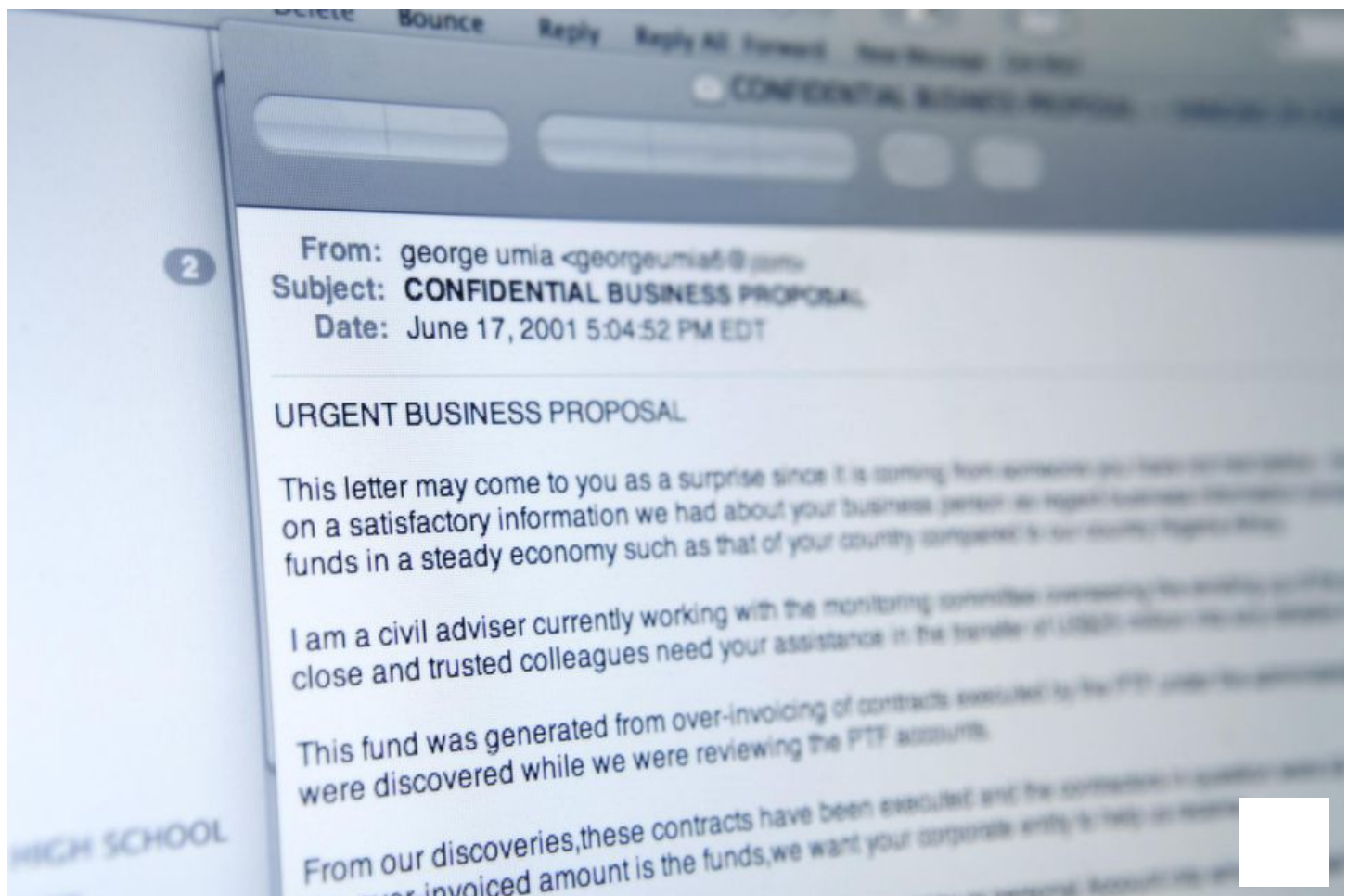


Being on the receiving end of a bad email can leave you shaking your head and trying to figure out what on earth the other person was thinking. Being the one who sent it can ruin an otherwise great day, and it can have adverse repercussions later.

The speed of zipping off an email has made it the preferred method of communication. Whether you send a... [MORE](#) ▾

## 01 | Don't assume privacy

of 10



Spam - Urgent Business Proposal. ...

Keep in mind that your company and [personal email](#) may not be private. Your company has the right to read anything sent from the office, so never write and send personal or highly sensitive information from work. Personal email from home may be forwarded, so don't put anything in writing that could cause a problem if it reaches



## 02 Stay away from offensive comments

of 10




 Always check to make sure there ...

Avoid offensive comments in your email. This includes racist, sexist, or negative remarks about another person or company. If you receive an offensive email, don't reply or forward it to anyone. Never use email to say anything that can be misconstrued [to your boss](#).

## 03 Don't shout

of 10




 Using all caps in email is the equiv...

Remember that when you type in all caps, your email comes across as shouting. Some people think it makes their message easier to read, but that isn't the case. Use a font that is easy on the eyes when read in standard case letters.

## 04 | Edit your messages

of 10



 Edit your email before sending. He...

Edit your emails before you send them. Use spellchecker and go over all business emails to make sure you have proper grammar. You always want to present yourself **as a professional** in correspondence. Check personal email after you finish writing it to make sure it gets your intended point across. Dropping a single word can change the meaning of a sentence.

## 05 | Reply with caution

of 10



 Check all of the fields before you ...

Know the proper way to reply to emails you receive. Pay close attention to the sender and the others in the “to” and “cc” fields. Respond as quickly as possible rather than let your “saved” folder become too cluttered.

Avoid the urge to hit “reply all” before looking to see who is listed in the header. Your response may confuse others on the list, or you might wind up sending unnecessary information to people you don’t know. The only time you should click “reply all” is if you are sure everyone... [MORE](#) ▾

## 06 | Familiarize yourself with email tools

of 10



 Learn the email tools before you s...

Know the tools and types of email. This includes “to,” “cc,” “bcc,” and subject lines. The main recipient should be in the “to” field. When you need to copy someone, you would normally add that person to the “cc” or carbon copy field. If someone needs to be copied without the others on the list receiving his or her email, use “bcc” or blind carbon copy. Only copy people who need to know the information you are sending.

Never forward chain emails. These can become cumbersome and clog people’s

... [MORE](#) ▾

## 07 | Keep it brief



 Don't write long, rambling emails. ...

Most people prefer brief emails rather than long, wordy messages. If possible, state your point in a couple of sentences. For a longer message start with an introductory paragraph letting people know the basics. If you have more than one topic, split your message into more than one mailing, with one topic per email.

**08** | Watch your tone  
of 10





 Check your tone before sending a...

Maintain a positive tone in your email communications. Remember that **snarky remarks** may come across as mean-spirited rather than funny. Save the sarcastic humor for voice communications so others can hear the tone of your voice. This also includes anger. You should always avoid sending angry emails, or you may risk offending someone you work with or care about.

## 09 | Use priority flags with discretion