



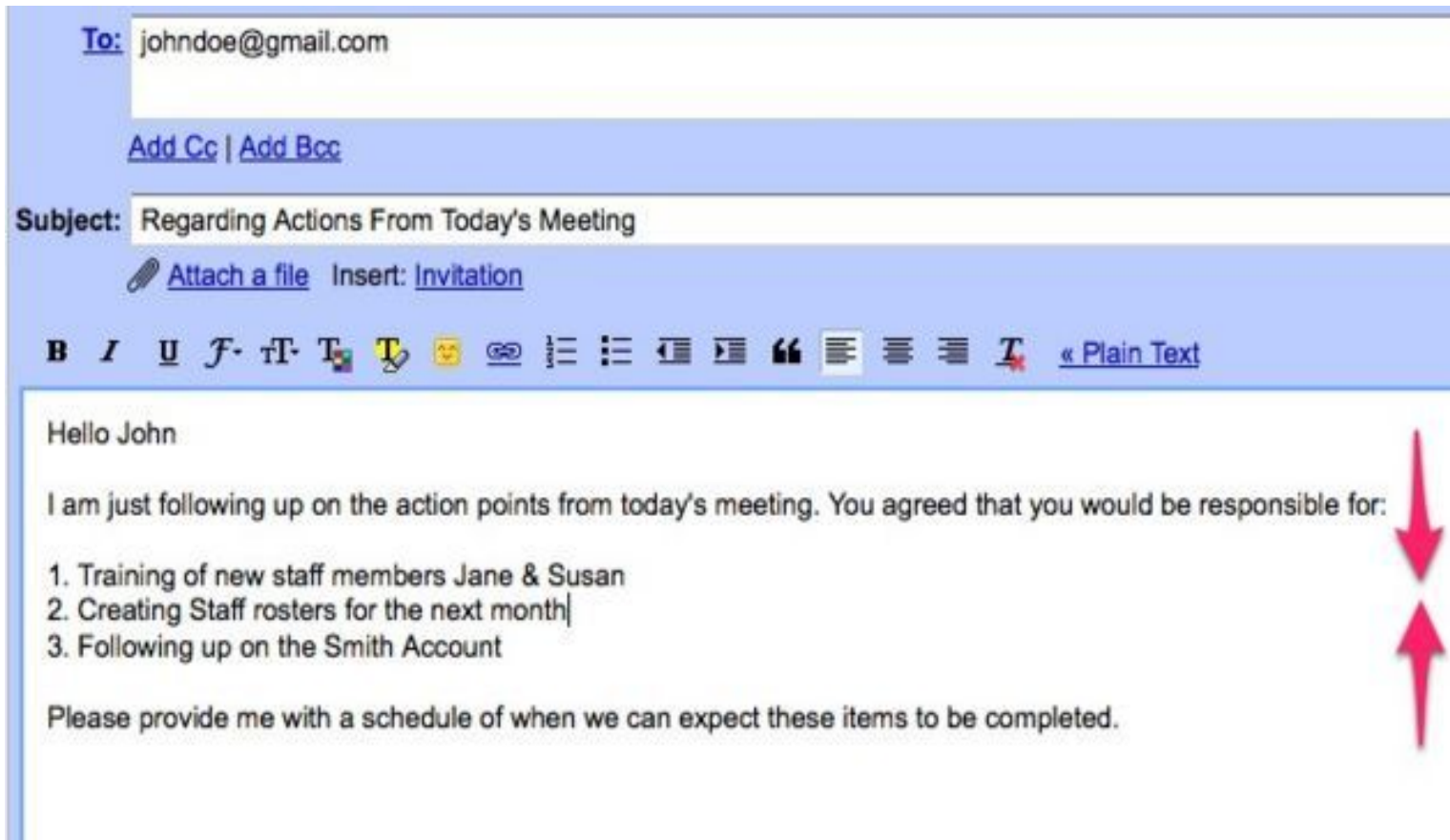
# Lecture

## E-mail Etiquette

Source: VideoJug.com




# Steps to improve your e-mail etiquette















**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

 [Attach a file](#) Insert: [Invitation](#)


**B** *I* U *F* *T*             [« Plain Text](#)

Hello John

I am just following up on the action points from today's meeting. You agreed that you would be responsible for:

1. Training of new staff members Jane & Susan
2. Creating Staff rosters for the next month|
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed.




## Step 1. Use the recipient fields correctly.














**Send** **Save Now** **Discard**

**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

**Subject:**

 [Attach a file](#) Insert: [Invitation](#)

**B** *I* U *f* *TT*              [« Plain Text](#)


## Step 2. Make the subject line useful.


















**Send** **Save Now** **Discard**

**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

 [Attach a file](#) Insert: [Invitation](#)

**B** *I* U *F* *T*                  [« Plain Text](#)


## Step 3. Be consistent

















**Send** **Save Now** **Discard** Draft autosaved at 10:15 AM (0 minutes ago)

**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

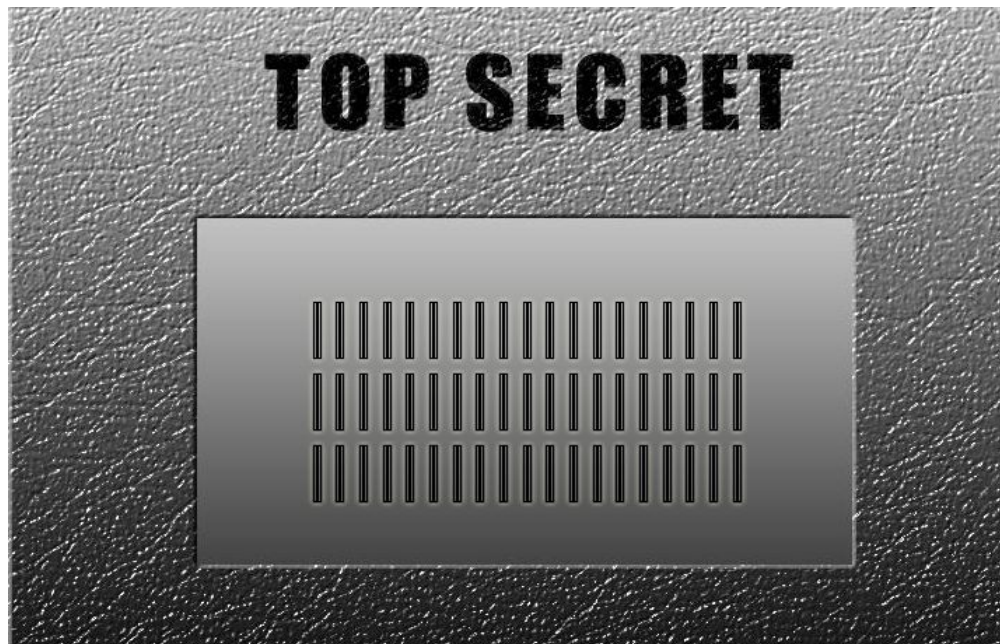
**Subject:** Regarding Actions From Today's Meeting

 [Attach a file](#) Insert: [Invitation](#)

**B** *I* U *ƒ* *T*                  

## Step 4. Avoid prioritizing your messages

- Get out of the habit of marking every email as "Urgent! Receipt required!!" or "High Priority"



## Step 5. Greet your recipient.

- Salutation "Dear (recipient's name)" – for letters
- E-mails are generally less formal, and "Hi" or "Hello" usually suffices.
- Depending on the purpose of the email, for example, if it's a cover letter for a job application, you may want to use the traditional format instead.



HELLO!

















## Step 6. Keep your email concise, conversational, and focused

**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

 [Attach a file](#) Insert: [Invitation](#)


**B** *I* U *F* *T*              [« Plain Text](#)

Hello John

I am just following up on the action points from today's meeting. You agreed that you would be responsible for:

1. Training of new staff members Jane & Susan
2. Creating Staff rosters for the next month
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed.





## Step 7. Use proper grammar and spelling.


- Use standard English, and proofread and spell-check emails.
- Error-free email is easier for the recipient to read.

















## Step 8. Avoid fancy formatting

[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

[Block...](#)  
 [Attach a file](#) Insert: [Invitation](#)

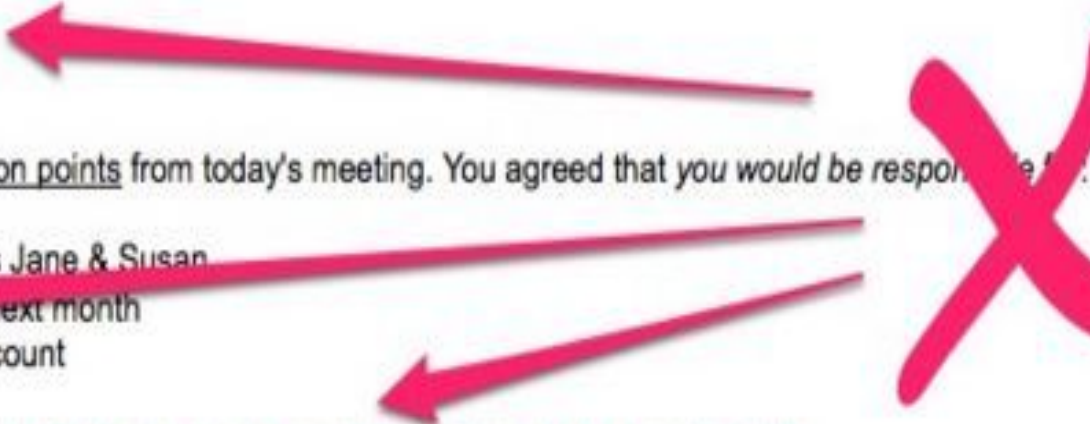
**B** *I* U *F* *T*               [« Plain Text](#)

***Hello John***

I am just following up on the action points from today's meeting. You agreed that *you would be responsible for*.

1. Training of new staff members Jane & Susan
2. **Creating Staff rosters** for the next month
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed!!!



## Step 9. Determine to whom you should reply.

- Emails sent to you solely generally require that you reply only to the sender
- For emails sent to several people, you may need to choose the "Reply to All" option to send your response to everyone
- Think before hitting "Reply to all"



## Step 10. Think twice before replying to just say thank you

- It takes additional energy to open the email and read it just to read what you already know.
- A new trend is to include a line that says NTN - No Thanks Needed.

# Step 11. Be sure to include info that you are responding to.

- Avoid sending an indistinct email that says only 'Yes.'.

Include the question that the recipient asked so they know what you are responding to.

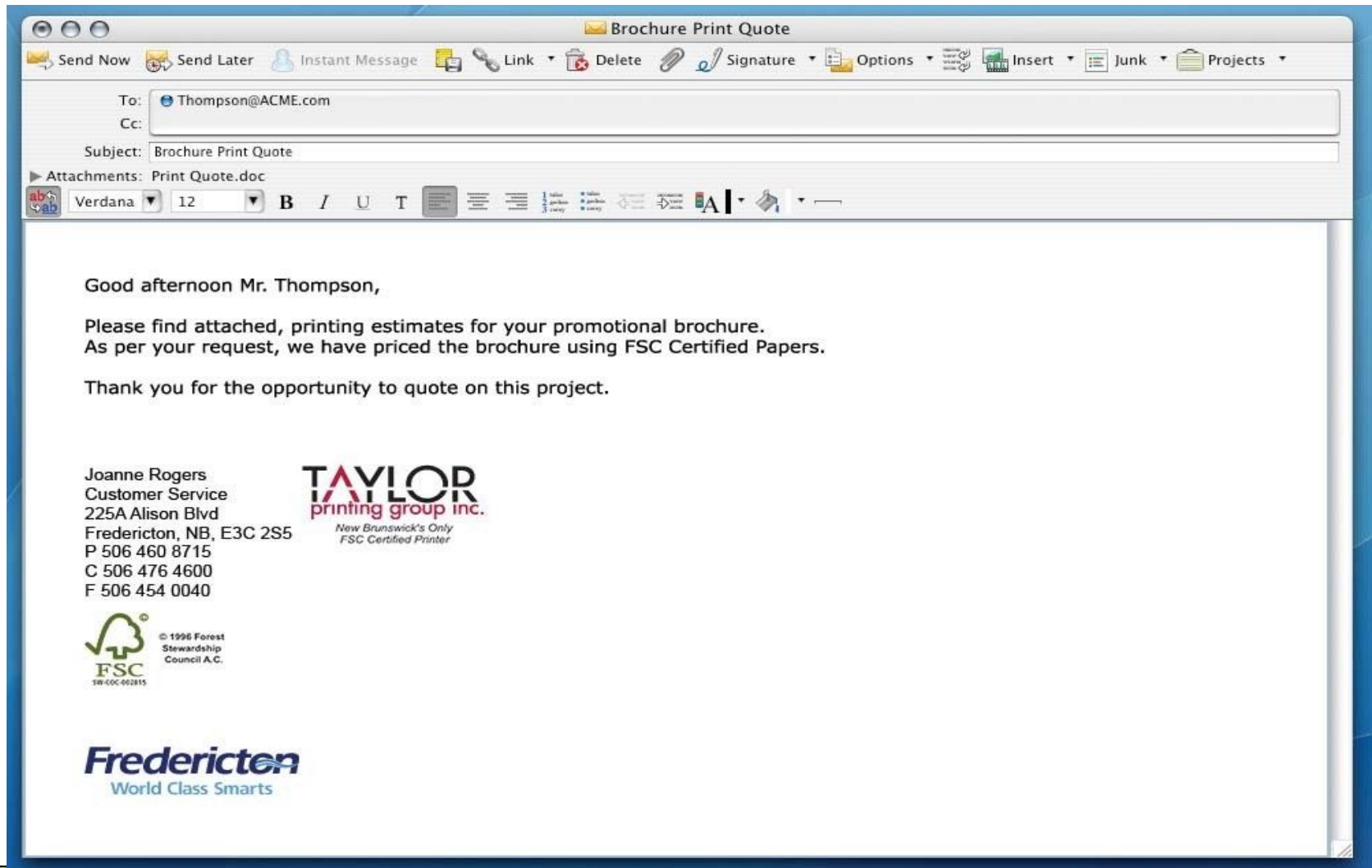


## Step 12. End your email politely.

- Closing with a statement such as "Best wishes," "Good luck," or "Thanks in advance for your help".



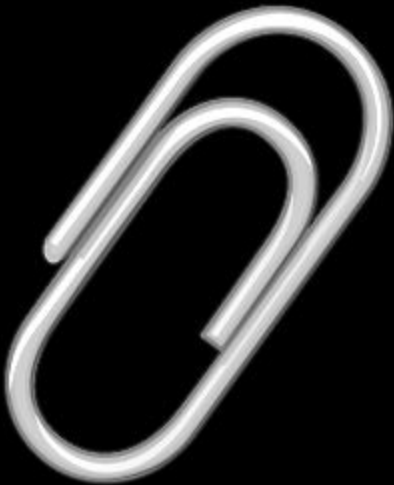
# Step 13. Sign your name.





## Step 14. Limit attachments

- Don't add an attachment unless really necessary.
- Keep attachments as small as possible

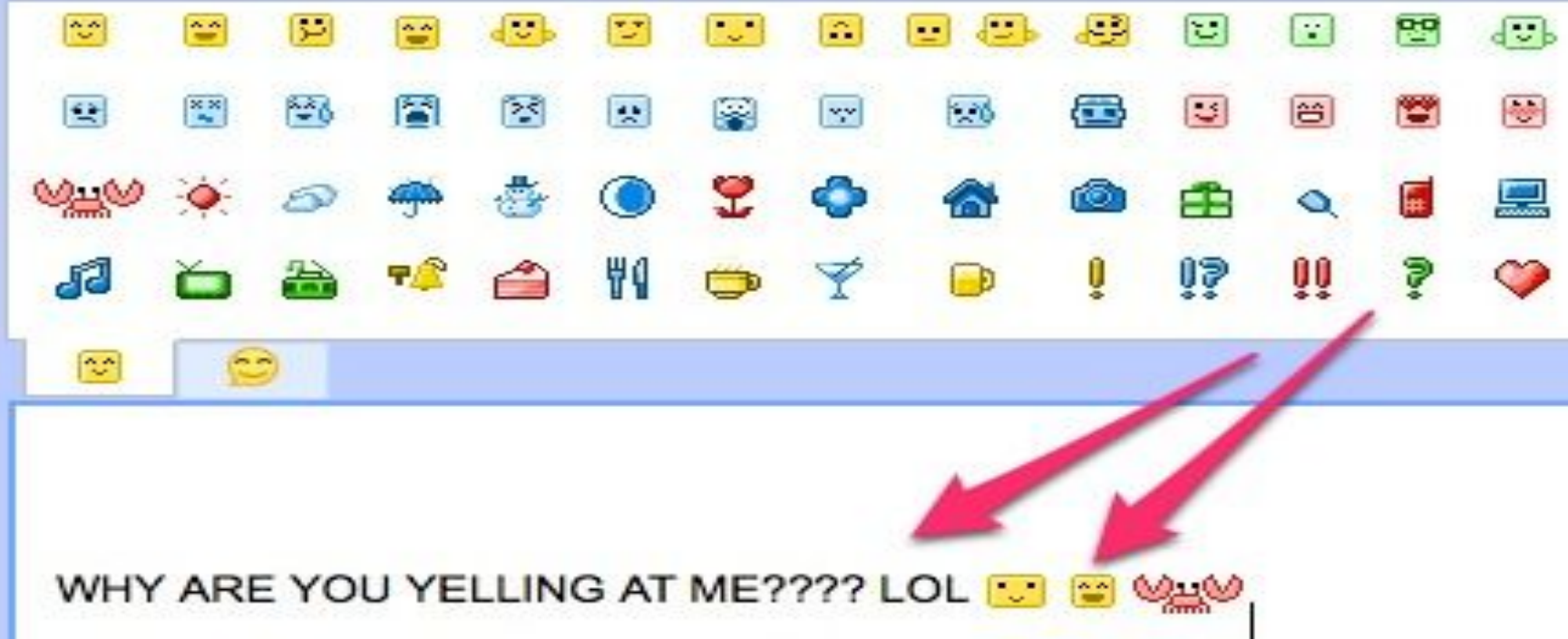


## Step 15. Do not use all caps

□ IT IS EQUAL TO  
SHOUTING OR  
SCREAMING



# Step 16. Be careful using abbreviations and emoticons



□ Thank U 4 attention, guys,  
and CU @ seminar !!! LOL

