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Teleworker Email Management

### Email Etiquette

- Word emails thoughtfully
- Spell with care
- Change the Subject line
- Choose Subject line carefully
- Use Bcc when emailing groups
- Quote relevant parts when replying
- Respect the privacy of others

### Personal Email

- Keep software up-to-date
- Use disposable email addresses
- Regularly check for quarantined email
- Let email recipients know you're away
- Avoid opening coded (HTML) email
- Accessing email with different computers

### Business Email

- Turn off email program sounds
- Turn off or slow down automatic fetching
- Centralize email management
- Forward emails for away employees
- Set up 'role' addresses
- Certify important email
- Set up 'reply to' conventions
- Archive important email
- Discourage sending FYI email
- Use 'EOM' on the Subject line
- Don't forward spam to cell phones
- Know if your email is archived

### Email Policies

- Ensure that staff understand policies
- Have email, Instant Msg & phone policies
- Separate personal and organization email
- Set up personal email policies
- Set up email archive policies
- Know how long email is archived

### LoricaMail's Solutions

- LoricaMail answers for Email Best Practices

# Email Best Practices

## Email Etiquette for Everyone

### • **Word your emails thoughtfully.**

**Why?** Email lacks the cues and context of conversation. Tone and intent are easily misinterpreted, and remarks misunderstood.

**Comment:** Email is a permanent record - what you say and how you say it is not retractable. Ask yourself if the wording of the email represents what you intend to convey; can you stand behind it if it's misunderstood? How well do you know the recipient? An email may be forwarded to others, or copied to a public bulletin board. Is the wording dependent upon context? Ask yourself if there is any section you would not wish to be identified with, if it were removed from the surrounding context.

### • **Spell and use grammar with care.**

**Why?** Spelling and grammar mistakes distract from the content and leave your recipients with the impression that you rushed your message.

**Comment:** Email reveals a great deal about the sender. If email is written carelessly, the recipient wonders if the writer is careless in other matters as well. Proof read content for mistakes a spell-checker won't catch.

### • **Change the Subject line when the subject changes.**

**Why?** An email can be easily found again later if the Subject line accurately describes the topic.

**Comment:** For example, Subject: new phone system [WAS: painting the office]

### • **Choose your Subject line carefully.**

**Why?** A well-chosen Subject line makes it easier to find the email weeks later when you and your

recipient have forgotten the Subject line but remembered the topic.

**Comment:** For example, 'Subject: eagle and cat picture' is more precise than 'Subject: latest picture.'

- **Use 'Bcc:' - Blind Carbon Copy when emailing to groups of people.**

**Why?** All the recipient addresses in the 'To:' line are broadcast to everyone on the list. Your email reveals the recipients' interests and affiliations, which they might not appreciate.

**Comment:** Instead, put the recipient addresses in the 'Bcc:' line, ensuring that only your address is visible to the group.

- **When replying to an email, quote only the relevant parts of the sender's message.**

**Why?** You will be appreciated if you make your email easy to read.

**Comment:** When replying to an email, delete those parts of the reply which the reader does not need to see. Shift the burden for making email easy to read from the recipient to you.

**Comment:** If you must include large blocks of text in your response, put your comments at the top of the email so that your reader doesn't have to scroll to read those comments.

- **Respect the privacy of others.**

**Why?** Careless use of others' email addresses results in their getting spammed.

**Comment:** Do not post someone else's email address on a web site, sign anyone up for a newsletter, or send them ecards.

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