

Have YOU lost control?



EMAIL ETIQUETTE

SO WHAT?

Imagine how many hours are wasted by sifting through long-winded, irrelevant trivial messages that are sent by otherwise well-meaning people....

You know who you are. .

Using email etiquette saves all of us precious time, promotes effective communication and shows respect for your colleagues and friends.

ETIQUETTE RULES

1. Use a signature – do this automatically so people know who you are and how to contact you.
2. Be concise + to the point – one message per short email (otherwise it is unlikely to be read, let alone generate the intended result for you); try to “clean up” an email you intend to forward by deleting parts that are no longer relevant.
3. Reply swiftly (within 24 hours or the same business day) and respond to ALL questions – to avoid unnecessary to-ing + fro-ing.
4. Use appropriate layout, spelling and grammar; capitals are the email equivalent of shouting; do not attach unnecessary files. Less is more...
5. Indicate a meaningful subject and keep the message thread; a new subject/ job means a new email.
6. Do not overuse “Reply All”, Urgent/ or the High Priority option.

7. Use the “cc” field (carbon copy) only if the recipients know why they are receiving the email – otherwise it is confusing.
8. Emails are not a secure form of communication – all too easily forwarded to the entire galaxy.
9. Take care when using the “To” field for more than one recipient – be aware that you are publicizing the email addresses. Consult Help in Word for how to mail merge or use Bcc.
10. Never write in anger – put it in a draft. Disclaimers are usually unnecessary and do not absolve anyone of acting responsibly.

Read the email before you send it to check for all the above.

If you want to read further – just Google “email etiquette” for more detail....

<http://uqconnect.net/?page=27780>

<http://www.emailreplies.com/>

<http://www.buzzle.com/articles/email-etiquette-rules.html>

Email emoticons – http://en.wikipedia.org/wiki/List_of_emoticons

Abbreviations and chat acronyms - <http://www.sharpened.net/glossary/acronyms.php>

Vida Viliunas

Chair, Marketing and Sponsorship Committee