Email Etiquette Tips

1. Be concise and to the point.
2. Align email structure & layout with business writing practices.
3. Avoid long sentences.
4. Use active language versus passive.
5. Use gender neutral language.
6. Devise a meaningful subject line.
7. Always include a signature block with contact information.
8. Be careful with formatting.
9. Use proper spelling, grammar & punctuation.
10. Use exclamation points sparingly.
11. Do not write in CAPITALS.
12. Avoid using shortcuts to real words, emoticons, jargon, or slang.
13. Read the email out loud before you send it.
14. Answer emails within an appropriate timeframe.
15. Answer all questions if information is available to you.
16. Do not overuse Reply to All.
17. Don't leave out the message thread.
18. Use cc: field sparingly.
19. Request delivery and read receipts only when necessary.
20. Don't e-mail when angry. Other communication methods may be more appropriate.
22. Make it personal.
23. Refrain from sending one-liners.
24. Pick up the phone or meet face-to-face when appropriate.
25. Use templates for frequently used responses.
26. Do not attach unnecessary files.
27. Do not overuse the high priority option.
28. Add disclaimers to your emails.
29. Take care with rich text and HTML messages.
30. Do not ask to recall a message.
31. Do not copy a message or attachment without permission.
32. Avoid the overuse of Urgent or Important.