

E-mail Etiquette

Have you ever wondered why you get so annoyed from an e-mail message? Is it the tone that comes across as too abrupt or inflammatory or is it the way the words are put together?

Whether we like it or not, e-mail has taken over as the primary form of business communication. Let's face it, it's sometimes much easier to send a quick message and be done with it than find someone sitting at their desk to ask them a question or tell them something important. It's also a great tool for communicating your message to multiple people at the same time.

However, I have repeatedly worked with clients who are having communication conflicts centered on e-mail messages. In my opinion, many of these cases could have been avoided by the sender of the e-mail message using proper e-mail etiquette. Here are some tips for sending your next e-mail:

1. **Don't use all caps** – even in your subject – it comes across like you are shouting at someone
2. **Use full sentences and don't abbreviate** – assume your message could at some future date be printed and left on the copy machine – save the "how r u" for Instant Messaging
3. **Write conversationally** – have you ever received an e-mail from someone you could tell was cut and pasted in? You have your own unique way of speaking and writing. Others can tell if it's not you.
4. **Use proper grammar and spell check** – even if it's a quick internal message, others deserve the respect of reading a message without spelling errors or missing words
5. **If you have something negative to convey, call the person and follow up with an e-mail.**
If you send an e-mail with the negative news it will most likely be perceived as being far worse than it is.
6. **Read your message out loud before you send it.** If you can change a few words to make your point still come across in a more pleasant manner, do it.

Most of us receive way too many e-mails in a day. Make your messages stand out from others and **Make Work Better** for everyone!

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Startupshoppe HR Division include: Benefits Management, Communication Strategies, Corporate Intranets, Compensation Analysis, Diversity, Employee Policies & Procedures, Government Compliance, Online Handbooks, Payroll Processing, Performance Management, Staffing, Work/Life Balance and more.

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