



Email Management Solutions

a division of SpeedReading & Learning Pty Ltd

FACT SHEET



EMS's primary goal is to identify bad emails habits & how to change them



Commenced in 2000, the EMS program has had trained over 5000 participants



The reduction in emails by participants is up to 30-50%.

Email Etiquette and the Corporate Culture

Take positive steps towards professional impact:

1. Be clear and concise
 - » *Do not make an email any longer than it needs to be. If an action is required, type it. If feedback is needed, type who needs to send the feedback and by when.*
2. Quick responses
 - » *It should never be assumed that an email has to be answered immediately. A general rule is to allow between 4 hours, and preferably within the same working day, for a response. Generally returning an email saying you have received and you will get back to them will put the senders mind at rest, if it is a difficult request.*
3. Answer all questions to avoid multiple emails on a single topic
 - » *If any questions are left unanswered you will receive further emails about the unanswered question, which will waste your time and the sender's time and just get all a little frustrated. By taking the initiative and pre-empting your senders questions, will allow you to reduce the daily email volume.*
4. Spelling, grammar and punctuation should be correct
 - » *Giving a good impression of your company is very important. Emails that have no full stops or commas are very hard to read and can sometimes give a different meaning than intended.*
5. Limit abbreviations, emoticons and CAPITALS
 - » *In business, emails are a representation of that business and a level of professionalism must always be conveyed. If there is any question on an email being misinterpreted don't send it.*
6. Use a business structure and layout
 - » *By using headings, numbered point form, short paragraphs and blank space between paragraphs your reader will easily read and comprehend your message.*
7. Do not contribute to corporate spam
 - » *Use the cc: field for people who need to be kept in the loop only. Remember not all people immediately read their cc: mail and some even have rules to automatically put it into a cc: folder.*
8. Overuse of URGENT or IMPORTANT or the high priority flag lowers the impact
 - » *What you think is important is not always important to someone else. Set time frames within the email message and if it's less than 4 hours maybe discuss another option with your colleagues for you to achieve your result.*
9. Proof read emails before you send them
 - » *Spelling, punctuation, tone, misunderstandings and inappropriate comments can all be corrected if you read your emails again before sending. Email is a written record, make it professional.*
10. Do not request read or delivery receipts
 - » *There is no better way to annoy your colleagues before they have even read your email. Most people block this function in their email options so why use it. If you want to know if they read it or received it just ask them by phone or face to face.*
11. Never discuss confidential information by email
 - » *Sending an email is like putting a memo up on a notice board. If you don't want your email made public, don't send it.*
12. Only use "Reply to All" when the information is relevant to all
13. Take the time to write subject headings that are relevant
 - » *Take the guess work out of it....If you want the best response take the time to write a subject header that is relevant to your email*

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