



"These measures can reduce email traffic by up to 30 to 50 per cent"

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Email Coach

Ten Commandments Of Good Emailing

1. BE CLEAR AND CONCISE

» *Do not make an email any longer than it needs to be*

2. QUICK RESPONSES

» *Get back to the sender within four hours*

3. ANSWER ALL QUESTIONS TO AVOID MULTIPLE EMAILS ON A SINGLE TOPIC

4. LIMIT ABBREVIATIONS, EMOTICONS AND CAPITALS

» *In business emails, particularly, these may lead to misinterpretations.*

5. DO NOT CONTRIBUTE TO CORPORATE SPAM

» *Use the cc: field only for people who need to be kept in the loop, not as a butt-covering measure.*

6. ONLY USE "REPLY TO ALL" WHEN THE INFORMATION IS RELEVANT TO ALL

7. DO NOT OVERUSE "URGENT" AND "IMPORTANT" FLAGS

8. DO NOT REQUEST READ OR DELIVERY RECEIPTS

9. NEVER DISCUSS CONFIDENTIAL INFORMATION BY EMAIL

» *If you do not want your email made public, don't send it.*

10. WRITE SUBJECT HEADINGS THAT ARE RELEVANT