



Sending and Receiving E-mail

TIPS AND BEST PRACTICES

AMY COLE

Timing is key: emails are asynchronous.*

▶ Be patient!

E-mails are not texts – people do not reply to them as quickly.

▶ E-mail volume can build fast.

Be mindful and don't send an email when a **Zoom** chat would work better.

▶ Don't send email after hours and expect a reply.

Not everyone is a workaholic 😊

*Be aware that email use is not universal. Many millennials and younger generations don't rely as much on email to communicate.





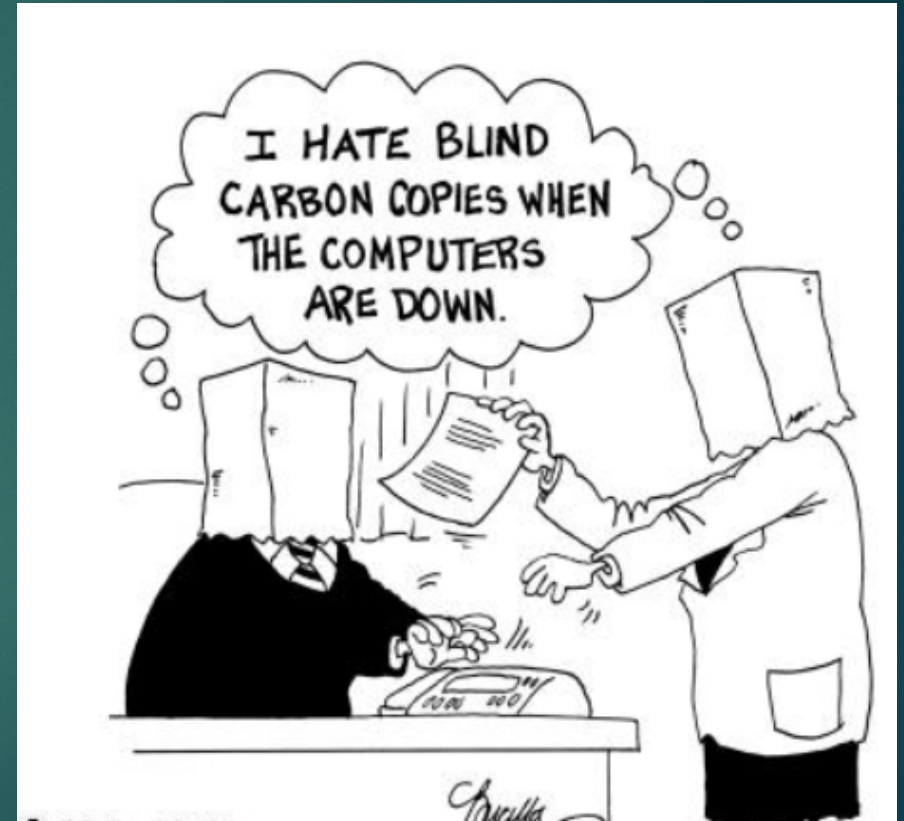
Inviting someone into your email conversation? Be courteous.

- ▶ If you loop someone into an email thread, tell everyone you did it.
- ▶ Tell the person why you're including them.
- ▶ Imagine the email is like a party conversation. Would you randomly start including someone across the room without context?



BCC – Why you should be careful.

- ▶ If you BCC someone and the recipient “replies all” it reduces trust in the sender.
- ▶ Using BCC also raises unnecessary questions.
- ▶ It makes recipients question your motives.
- ▶ It also wastes time of the recipient. They may ask, “Why was I included on this?”



Proofreading is essential for professional communication.

- ▶ People judge poor grammar and tyops. ;)
- ▶ Do a quick review of your message before you hit “send”.



“Reply All” – use it sparingly!

- ▶ Take a half-second to check whether you've hit "reply" or "reply all."

