

Email Communications – Etiquette & Management

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Email Communications - Etiquette

Consider all Email communication to be business communication.

Remember –

The Recipient may not be able to decipher the tone of the communication.

Avoid using too many abbreviations, acronyms.

DON'T SHOUT IN CAPITALS



Email Communications - Etiquette

Consider using the Phone or talking directly to the person...

Some communication is better handled in person or on the phone where your voice and tone can help communicate.

Misunderstandings can be avoided

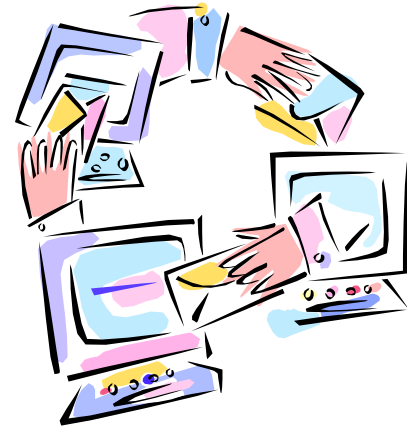


Email Communications - Etiquette

Subject – Stay on Topic

Don't mix unrelated ideas or action items in the same email.

Don't risk the recipient tuning out before reaching the most important point of your message.

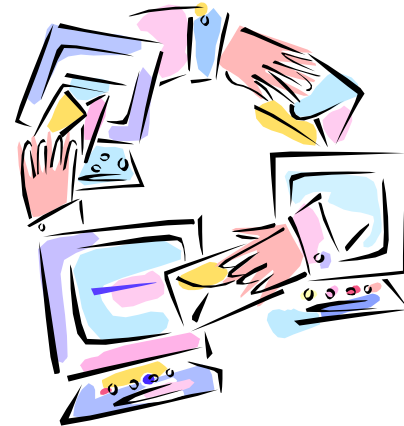


Email Communications - Etiquette

Subject Field Usage

Standards will help you to find emails in the future.

Use the Case Name,
Client/Matter number, or
Combination of both



Email Communications - Etiquette

Addressee Fields

Send your message to the right person.

To = Main recipient, who will take action

CC = Other people who should be informed

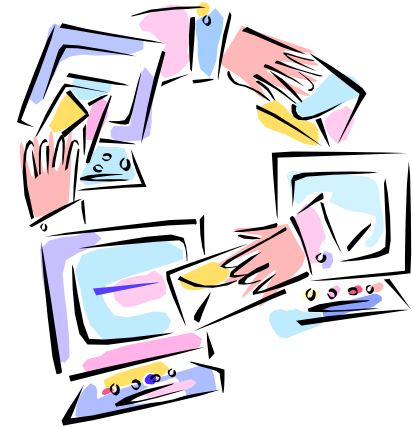
BC = Silent observers

Task Assignment

When assigning a task in an e-mail, be clear about which recipient is responsible for completing the task.

Enter the addressee last

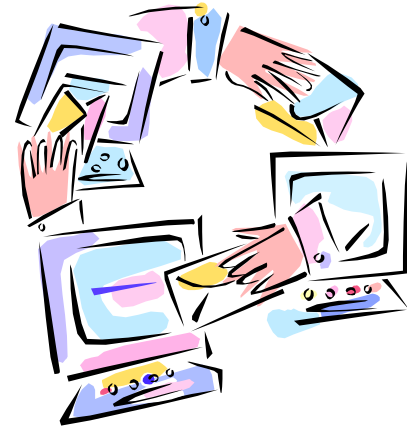
Avoid sending an incomplete message.



Email Communications - Etiquette

Attachments

- Be careful about what you send.
- Metadata in Word documents
 - PDF format preferred
 - Attachments mean multiple versions



Email Communications - Management

Avoid being a slave to e-mail

Set a schedule for reviewing emails

Respond quickly – not immediately

Consider eliminating notification alarms and pop-ups.



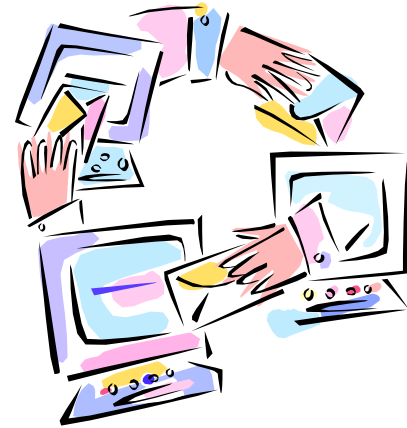
Email Communications - Management

Viewing Emails

Preview Pane

Auto Preview

Reading Pane



Email Communications - Management

Storing Emails

Creating Subject Folders

The Deleted Items folder is not a storage area.

Neither is the Inbox – use WORLDOX.

Threads - saving the last message.



Email Communications

Rules To Email By -

Be concise.

Avoid long sentences

Use proper grammar & spelling.

In Replies try to answer all questions

“Pre-empt” Follow-up Questions

Don't overuse the High Priority flag

Don't request Delivery & Read receipts

Don't forward chain letter emails



Questions?

Email Communications Etiquette & Management

