

EMAIL ETIQUETTE



MANAGE YOUR RECIPIENT LIST

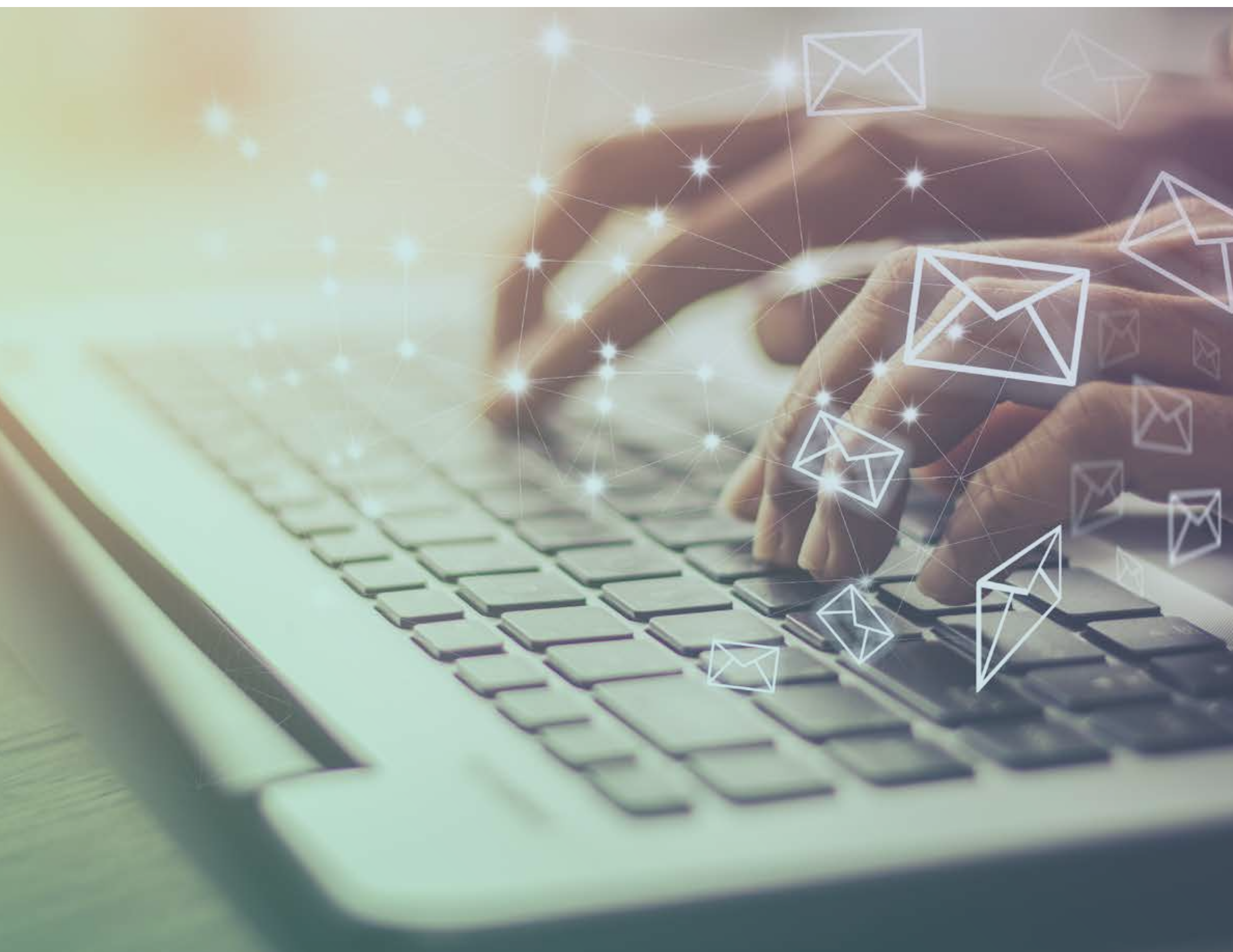
Your Recipient List should include the following:

TO - The intended recipient of the message

CC - The audience that needs to be kept in the loop about the conversation in question

- Senior managers
- Associates
- Support staff etc

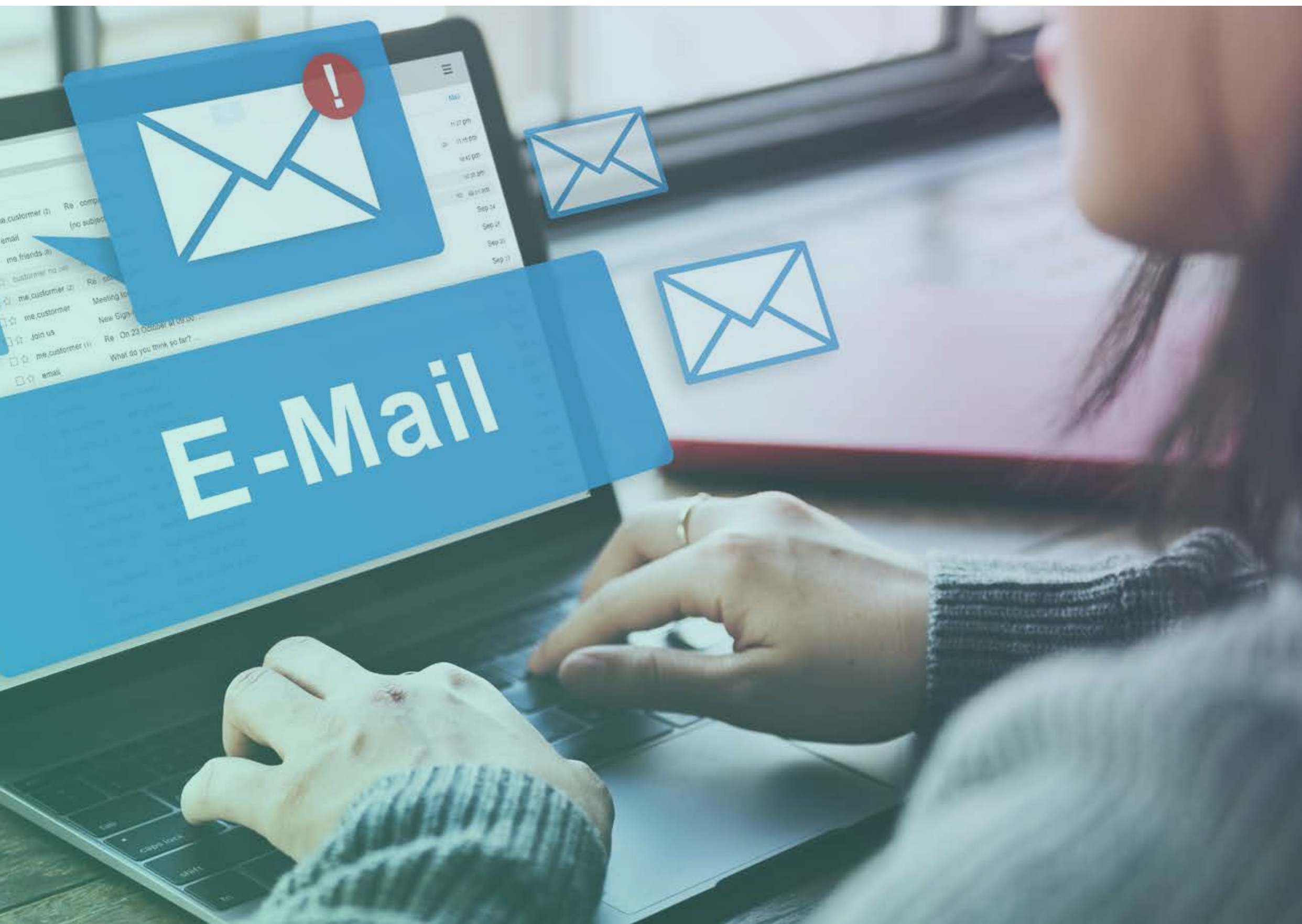
BCC - Do not use this function as its not a transparent way of functioning in most corporate cultures



SUBJECT LINE

All email communication needs to have a SUBJECT LINE.

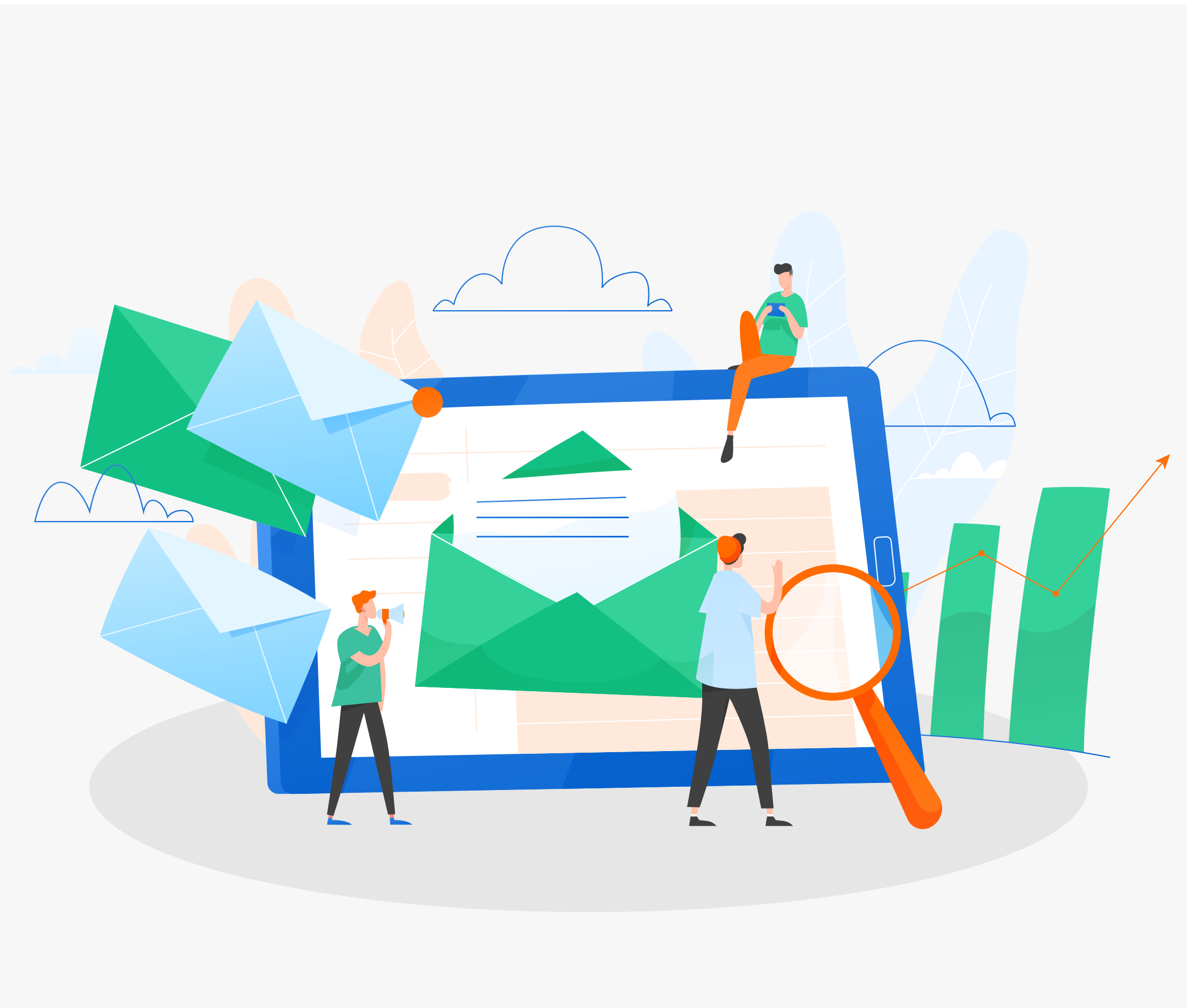
- A Subject line helps the recipients of an email determine its priority
- It helps provide context to the received communication
- It helps when referencing received/ archived emails



SALUTATIONS

Always use the appropriate salutation.

- In case the email is drafted to
- A Single recipient: Use Dear John
- Multiple Recipients: Use Hello Everyone, Dear Leaders/Stakeholders/Team etc
- A Mailing Group: To whomsoever it may concern



COMPOSITION OF THE EMAIL

The Body of the email can be broken into three parts.

Introduction

- The introductory paragraph should contain the reason why you are writing an email

Body

- The body of the email contains the explanation of the reason and what you are looking to achieve by writing this email.

Closing

The closing paragraph of the email should contain,

- Signing off message (E.g. With this email I hope we can resolve this issue etc)
- A note for Follow Up (E.g. I hope we can meet next Saturday and discuss the same etc)



ATTACHMENTS

All attachments in an email should be called out as the recipient may miss them.

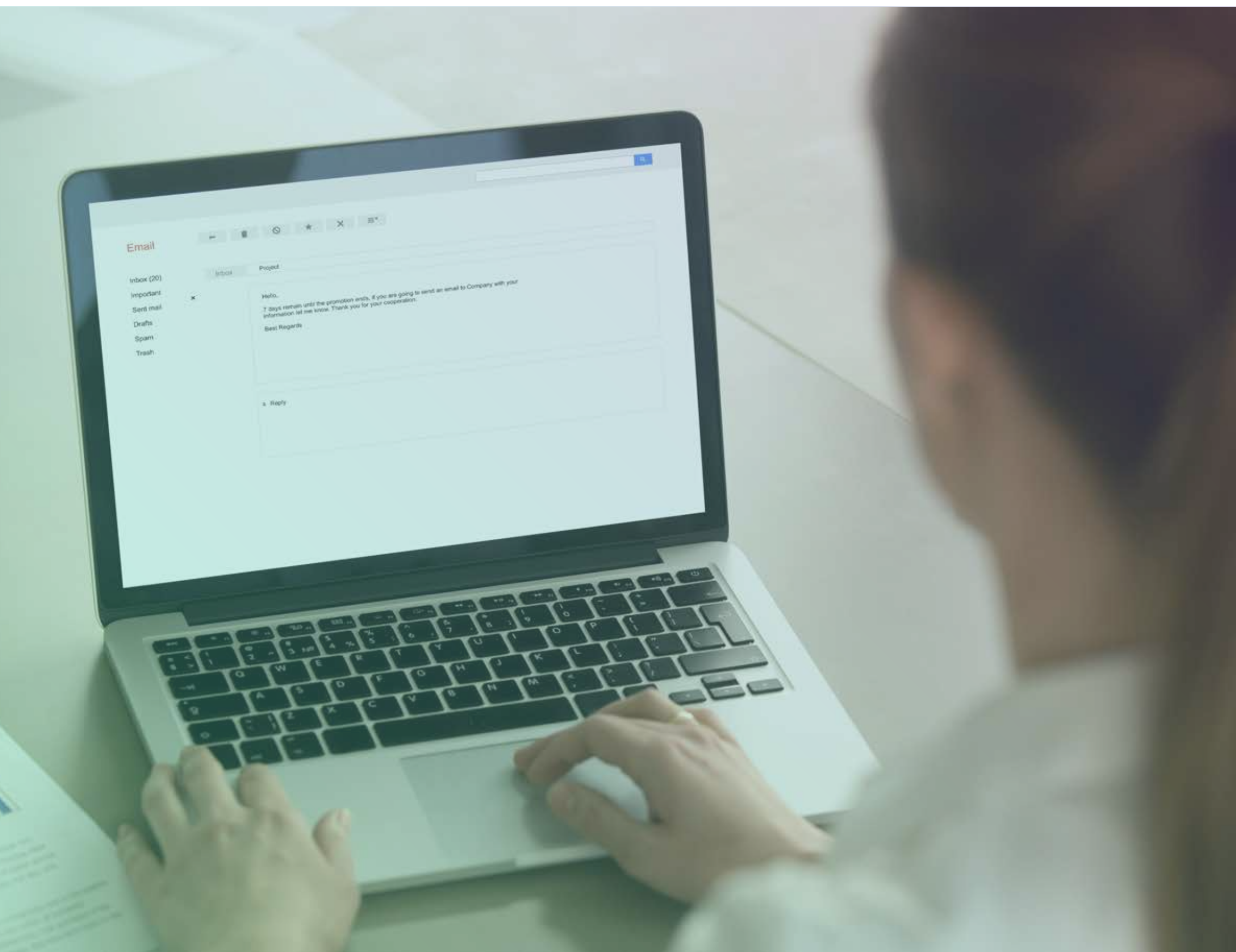
- E.g
- Please find attached the XYZ document as requested
- Please find below the ABC data that we have published
- Any attachment that you wish not be edited should only be shared in a PDF format



SIGNATURE

Digital Signatures are mandatory in the corporate culture.

- They Should include your-
- Full Name
- Designation
- Company Name
- Company Logo
- Company Address
- Company Phone Number(Company Landline and Your Mobile Number)
- Company Email Address (Company and Your Email Address)
- A Confidentiality Note As Required



ADDITIONAL TIPS FOR EFFECTIVE EMAIL WRITING

So additional tips.

- You can use shortened versions of common phrases
- PFB - Please find below
- PFA - Please find attached
- FYI - For your information
- FYR – For your reference..... ETC
- In case of urgent emails you can mark an email as important
- You can request a read receipt on emails that require acknowledgement

In a group email to address a specific person you may use the '@' or "Aside To" and address that specific person.



THANK YOU

