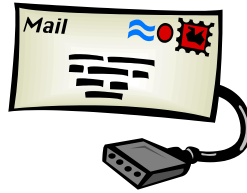


Effective Email Communication

Effective email communication is necessary in most organizations today. Email can be your most important tool if used properly. Follow the tips below to better utilize email in the workplace.



1. **Work email is not personal email.** Keep them separate. Use formal language and layout when using your work email. Avoid using slang.
2. **Use a short but meaningful subject line.** Make it short but descriptive so readers know what to anticipate when they open the message and help them locate the message at a later date. Avoid using all capital letters as this is hard to read.
3. **Keep the message simple.** Your email should be short, concise, and to the point. People work fast and don't have time to read long emails. They will skip the message or delete it. Use proper grammar and be mindful of your tone. Avoid sarcasm.
4. **Send to only those who need the message.** Use "Reply All" or "CC" only if others need the information.
5. **Reply right away if you can.** This sends a message to your reader that you are responsive and organized. Avoid the habit of flagging all your emails as important so that you have to go back at a later date to reply.
6. **Have a formal signature.** Readers need to know who you are. Include any important contact information, such as name, title, company name, phone number, email, and company website.

The quicker your are at adapting and utilizing new workplace tools, such as email, the more effective and efficient you will be at your job.

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About UNH T²

Congress established the Local Technical Assistance Program (LTAP) in 1982 to provide services to US municipalities. There is an LTAP Center in every US state and Puerto Rico, and there are Regional Centers serving Tribal Governments.



NH LTAP (UNH T²) was established in 1986. We continue the LTAP mission by providing training and services to NH municipalities. Our program is supported by the Federal Highway Administration, the NH Department of Transportation, the University of New Hampshire, and our National LTAP & TTAP Program.

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