

Linsey's Administrative Tips

How to Use E-Mail Effectively

By Linsey Shaw, UNH T² Program Assistant



E-mail is a very common form of communication. It is not as formal as a face to face conversation, but there is still etiquette that should be followed.

These tips will help you send a clear E-mail message:

- Begin your email by greeting the person by name.
- Always include a very specific subject line. This is especially important if writing to multiple people. This indicates to the reader what the message is about and helps them manage their e-mail more effectively.
- Limit it to short paragraphs. This helps organize your thoughts and makes it easier to comprehend. If an e-mail is too long the recipient may skip or delete the message.
- Avoid humor and sarcasm. They are easily misinterpreted without voice inflection.
- Never write in ALL CAPITAL LETTERS. This indicates you are shouting or angry.
- Include a hyperlink instead of attaching files if possible. Attachments can contain viruses. Some servers don't allow messages with attachments and some people can not open attachments.
- When replying to a message, ensure you are replying to the person you intend to. Only use the "reply to all" feature if you want everyone to get your reply. If only the sender needs to receive your message do not use the "reply to all".
- Check your spelling! E-mail is a representation of you, both professionally and personally.
- Read your e-mail in its entirety before sending it to be sure it's exactly what you want to say. It is a permanent record and can be forwarded to other people.
- End your email with a salutation such as "Regards" or "Sincerely" followed by your name and contact information.

Many people now use e-mail daily. It is important to effectively communicate through e-mail. Be mindful of these tips and etiquette to help your e-mail messages be more effective. Do not use e-mail to vent or communicate negative thoughts and feelings. Use the phone or speak to the person face-to-face. Also, do not use e-mail if you have an urgent or important message. The typical response time for email is 24 to 48 hours. However, the typical response time for a phone call is much less.

Happy E-mailing!

References:

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