

# Proicere, Inc.

## E-Mail Etiquette

Lesson Notes

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### Overview

The etiquette for emails in the workplace will be different from the emails sent to friends and family, just as a professional letter looks different than a letter to your best friend. There are some things that will be the same. Since the recipient will not see your face nor hear your voice, sarcasm may be taken as literal.

### Workplace email etiquette

#### ***Professionalism: convey a professional image***

- Use a meaningful subject
- Use proper spelling, grammar & punctuation
- Take care with abbreviations
- Refrain from using CAPITALS
- Emotion icons do not belong in a business email
- Be careful with formatting, rich text, and HTML messages
- Leave the message thread in the email
- Proofread before sending
- Personal email addresses used to send to send business correspondence should be professional

#### ***Efficiency: save time***

- Be concise and to the point
- Respond to emails quickly
- Answer the question asked
- Do not overuse Reply to All
- Don't forward virus hoaxes and chain letters
- Don't reply to spam
- Make sure any files attached are in a format that the receiver can open

#### ***Protection from liability: protect yourself and your company from costly law suits***

- Never assume an email is private
- Do not copy a message or attachment without permission
- Do not use email to discuss confidential information
- Do not send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks
- Keep email addresses private
- Attach only necessary files and be sure they are free of viruses
- Add disclaimers to your emails

## **Web Sites**

### ***Email Etiquette***

<http://www.letterwritingguide.com/emailetiquette.htm>  
<http://www.cs.queensu.ca/FAQs/email/etiquette.html>  
<http://www.webfoot.com/advice/email.top.html>  
<http://www.emailreplies.com>  
[http://owl.english.purdue.edu/handouts/pw/p\\_emaillett.html](http://owl.english.purdue.edu/handouts/pw/p_emaillett.html)  
[http://careerplanning.about.com/od/communication/a/email\\_etiquette.htm](http://careerplanning.about.com/od/communication/a/email_etiquette.htm)  
<http://www.iwillfollow.com/email.htm>  
[http://www.cit.gu.edu.au/~davidt/email\\_etiquette.htm](http://www.cit.gu.edu.au/~davidt/email_etiquette.htm)  
[http://www.emailaddresses.com/guide\\_etiquette.htm](http://www.emailaddresses.com/guide_etiquette.htm)  
<http://www.udel.edu/cubillos/emlguide.htm>  
<http://www.dynamoo.com/technical/etiquette.htm>  
<http://email.about.com/od/netiquettetips/qt/et070302.htm>  
<http://www.techsoup.org/learningcenter/internet/page6175.cfm>

### ***Glossary***

<http://www.doctordad.com/emotioncons.htm>  
<http://members.aol.com/dnovak3098/cons.html>  
<http://webopedia.internet.com/TERM/n/netiquette.html>  
<http://www.webfoot.com/advice/email.jargon.html?Email>

### ***Hoaxes and Scams***

<http://www.snopes.com>  
<http://www.scambusters.com>  
<http://hoaxbusters.ciac.org>  
<http://www.hoax-slayer.com>  
[http://www.symantec.com/enterprise/security\\_response/threatexplorer/risks/hoaxes.jsp](http://www.symantec.com/enterprise/security_response/threatexplorer/risks/hoaxes.jsp)  
<http://www.f-secure.com/virus-info/hoax>  
<http://vil.mcafee.com/hoax.asp>  
<http://www.michaelhorowitz.com/bademails.html>

### ***Emailing a Resume***

<http://www.rileyguide.com/eresume.html>  
<http://www.susanireland.com/eresumework.htm>  
[http://www.hrstore.com/online\\_resume.html](http://www.hrstore.com/online_resume.html)  
[http://jobsearch.about.com/od/jobapplications/a/jobapplication\\_4.htm](http://jobsearch.about.com/od/jobapplications/a/jobapplication_4.htm)

### ***Email Samples***

<http://jobsearch.about.com/od/coverlettersamples/a/emailcover3.htm>  
<http://jobsearch.about.com/od/thankyouletters/a/blthankemail.htm>