



E-mail Etiquette and Organization of E-mails

Kathy Richards
California Agricultural Research,
Inc.



E-Mail Etiquette





Reason for Implementation of Etiquette Rules

- Professionalism
 - By using proper email language your company will convey a professional image.
- Efficiency
 - E-mails that get to the point are much more effective than poorly worded emails.
- Protection from Liability
 - Employee awareness of email risks will protect your company from costly law suits.



Rules to Live By

- Be swift in your reply and concise and to the point.
- Answer all questions, and pre-empt further questions.
- Use proper spelling, grammar & punctuation.
- Use templates for frequently used responses.



More Rules

- Continuous subject line.
- Read the email before you send it.
- Do not forward chain letters.
- Use a meaningful subject.
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.



How do you enforce email etiquette?

- The first step is to create a written e-mail policy. This email policy should include all the do's and don'ts concerning the use of the company's email system and should be distributed amongst all employees.
- Secondly, employees must be trained to fully understand the importance of email etiquette.
- Finally, implementation of the rules can be monitored by using e-mail management software and e-mail response tools.



E-mail Uh-Oh's





Common Mix-ups & Mistakes

- The Risky Reply Button
- An E-mail to Far
- Modem In Mouth Disease
- Group Dynamics
- Firewalls do not a Prison Make
- Nation Wide No-No's



E-Mail Organization

- Put your DELETE button to work!
- Filter Your E-Mails.
 - ISP's
 - Spam
- Folders are your friend.
 - Follow Up's
 - Mailing Lists
- Read and Delete
- Empty your garbage can.
 - Check it first!