Email Etiquette Checklist

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- Spelling and Grammar:
  - Use proper spelling and grammar. Emails that have proper spelling and grammar are more professional and easier to read. It will also reduce the risk of misunderstanding, which is quite common with email communication.
- Always Include Contact Info:
  - Always include your contact information in your signature, even your replies. It just saves everyone time.
- When in a Hurry, be Extra Careful:
  - While we are on the road, it is really easy for us to skim an email and miss something that is very important. Sometimes it is better to wait to reply until you have a moment to read the email carefully. Failure to do so can end of costing a lot of people, including yourself, a lot of time, money and drama.
- Don't Be Rude:
  - Remember there is a human being on the other end of the email. It is easy to forget in this age of electronic communication. It is pretty easy to be rude when you aren't looking at them in the face.
- Never Send an Angry Email:
  - Never send an email if you are angry or frustrated. Wait 10 minutes, an hour, or even overnight if necessary. Better yet, many times it might be better to pick up the phone and have a live conversation.
- Use a Subject Line:
  - Clearly describe the message contents in the Subject line. A clear and concise description helps everyone organize their Inbox.
- Don't Put the Whole Message In the Subject Line:
  - Contrary to some advice, do not start typing your message in the Subject line. I know some have recommended this as a time-saver. It can be, but it is also more difficult to organize and find email drafted in that manner.
- Email Is Often Misinterpreted:
  - There are many studies which indicate that 50% or higher of emails are misinterpreted regarding tone.
  - Therefore, it is imperative that email (and instant messages, for that matter) are carefully worded. When appropriate, you should also consider using emoticons in order to clearly convey tone - ;)
- Beware of Forwarding Email:
  - Be cautious of forwarding emails. Read the entire email first. There may be derogatory statements from others deep in the string.
- Be Cautious About Blind Copying:
  - You can't trust the recipient to not hit REPLY TO ALL! You are probably better off sending the original and then forwarding a copy to desired party.

- Avoid Large Attachments:
  - Be cognizant of sending large attachments to people. Send links whenever possible using a client portal or a service like Dropbox, Box or Citrix ShareFile, when appropriate.
- Only Copy People Who NEED To See It:
  - Don't CC people or Reply to All unless it is absolutely necessary. You know how many unnecessary emails you receive a day. Don't be part of the problem – be part of the solution.
- Don't Forward Junk:
  - Don't forward jokes, spam or chain messages.
- No Caps:
  - Don't type everything in CAPITALS. In web-speak, this is equivalent to SHOUTING! If someone does this to you, it probably means he/she thinks you are an idiot.
- Don't Forward Virus Warnings:
  - 99.9% are hoaxes. If you are worried about a virus rumor and want to check, go to www.snopes.com or www.hoax-slayer.com to verify if the warning is legitimate.