



Email Etiquette: Tips, Tricks, and Tone

July 22, 2020



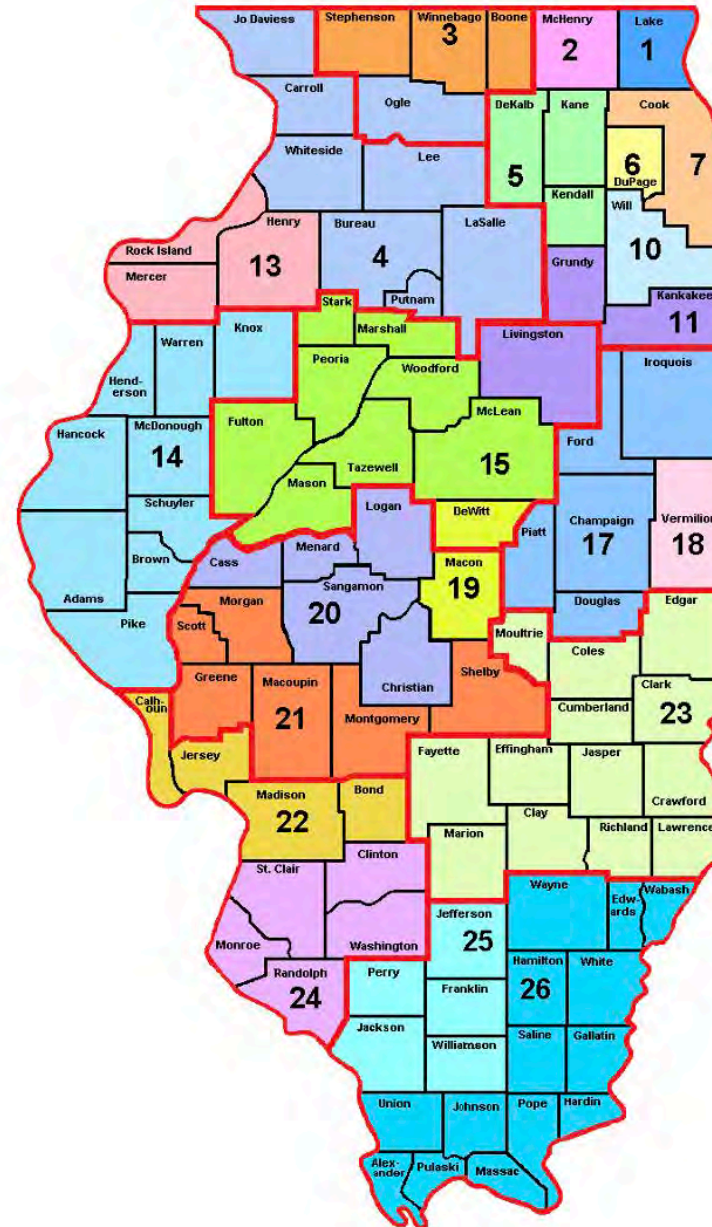


Presenter

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Where is Your Local Area?





Poll

Have you ever had a bad experience with a work email chain?

Yes or No

Poll

What common email mistakes causes you the most irritation?

- A. Spelling and Grammar mistakes
- B. Extended subject lines and no message
- C. Use of your first name by a stranger
- D. Capital letters and exclamation points

Tips for Effective Email Communication

- 15 Email Etiquette Rules to Follow...

1. Include a clear, direct subject line.
2. Be polite.
3. Think twice before hitting 'reply all.'
4. Include a signature block on all emails.
5. Use professional salutations.

Tips for Effective Email Communication

- 15 Email Etiquette Rules to Follow...

6. Use exclamation points and ALL CAPS sparingly.

7. Be cautious with humor.

8. Know that people from different cultures speak and write differently.

9. Reply to your emails – even if the email wasn't intended for you.

10. Proofread every message.

Tips for Effective Email Communication

- 15 Email Etiquette Rules to Follow...

11. Add the email address last.

12. Double-check that you've selected the correct recipient.

13. Keep your fonts classic.

14. Keep tabs on your tone. Show respect and restraint.

15. Nothing is confidential--so write accordingly.

Tips for Effective Email Communication

- ✓ Practice being clear and concise with your message.
- ✓ Before sending, ALWAYS reread your message and double check for grammar and misused words.
- ✓ Copy back salient points when replying to an earlier message.
- ✓ Realize that once your message is sent, it's difficult to recall.
- ✓ Practice the 24-hour rule when you're upset.
- ✓ Avoid short cuts and abbr. in biz email msgs.
- ✓ Don't forward viral messages.



Tips for Effective Email Communication

- Only discuss public matters.
- Briefly introduce yourself
- Use exclamation points sparingly
- Be careful with confidential information
- Respond in a timely fashion
- Refrain from sending one-liners
- Keep it clean
- Be clear in your subject line
- Don't get mistaken for spam
- Provide a warning when sending large attachments
- Only copy others on a need to know basis
- Don't be afraid to pick up the phone
- Always include a signature
- Know your audience



- Do you feel like you could better organize your email?
- Yes
- No

Tricks Poll

- Have you ever accidentally bypassed an email or forgotten to follow up?
- Yes
- No

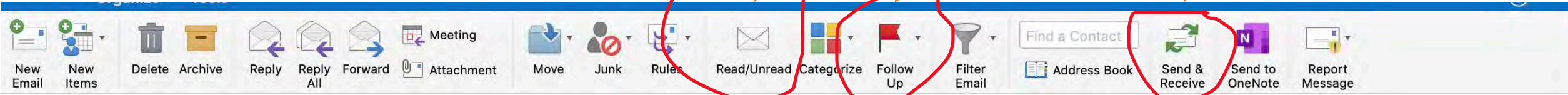
Tricks for managing Effective Email Communication

The OHIO principle is to **Only Handle It Once.**

When opening a new email, decide immediately what action you should take. Email is divided into three categories:

- Read it straight away, respond (or forward), and file
- Read it to the point where you determine it requires action later and send it to the to-do list
- Label as one not worth reading and delete

Tricks for managing Email Communication

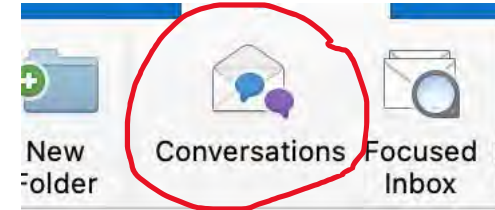
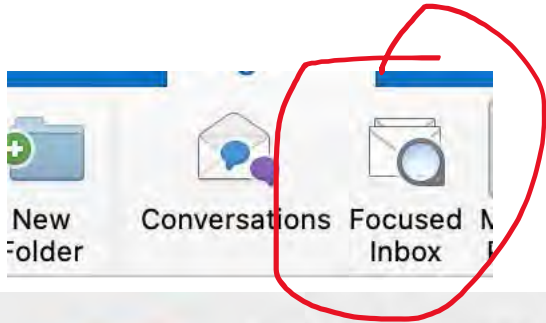


If you accidentally read an email that you wanted to get to later you can click the unread button and it will go back to your inbox as unread. I do this as a reminder that this still needs my attention but it's not immediate.

Follow up select this if you want your email to become red flagged because you need to respond or follow up even after you respond because of time sensitivity of a project.

If you find yourself not receiving new emails that you are expecting you might click this send & receive button to refresh your email

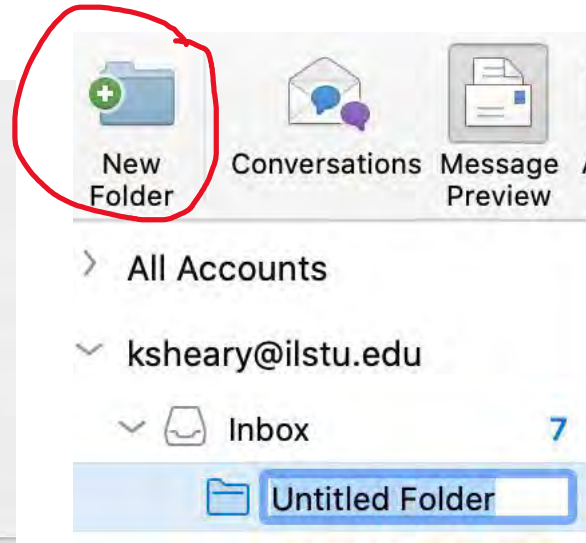
Tricks for managing Email Communication



- Account
 - Attachments
 - Categories
 - ✓ Conversations
 - Date Received
 - Date Sent
 - Flag Status
 - Folder
 - From
 - Mentions (@)
 - Priority
 - Size
 - Status
 - Subject
 - To
-
- Oldest on Top
 - ✓ Newest on Top
 - ✓ Show in Groups
-
- Expand All Groups
 - Collapse All Groups
-
- Restore to Defaults
 - Make This the Default View

Turn on Focused Inbox

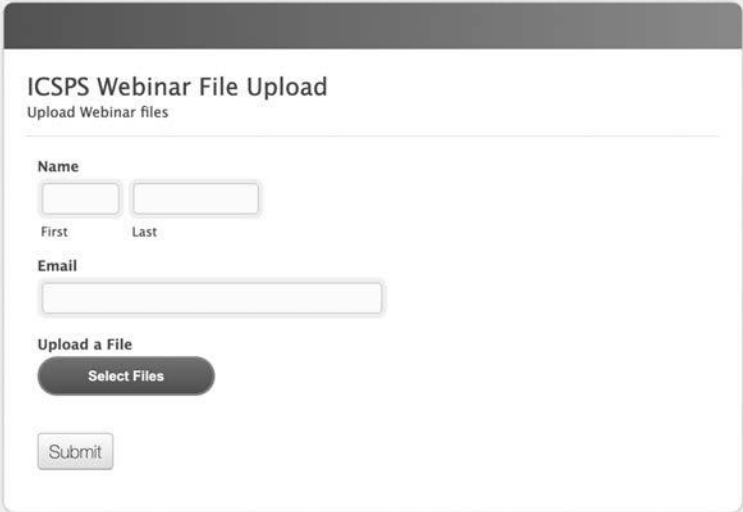
Your most important messages will appear under "Focused" and the rest under "Other". If you currently have Clutter enabled for your account, we'll stop moving messages to the Clutter folder. You can toggle Focused Inbox on or off at any time from the Organize tab in the ribbon.



Tricks for managing Email Communication

Uploading too big of file sizes to email:

- Drop Box – 30 day free trial
- Mach Form
- Google Docs
- Shrinking the document
 - <https://shrinkpdf.com/>
 - <https://compresspng.com/>
 - <https://compressjpeg.com/>



The screenshot shows a web form titled "ICSPS Webinar File Upload" with the subtitle "Upload Webinar files". The form includes a "Name" section with two input fields labeled "First" and "Last". Below that is an "Email" input field. There is a section labeled "Upload a File" with a "Select Files" button. At the bottom of the form is a "Submit" button.

How to tame your inbox:
<https://www.youtube.com/watch?v=JW4xum62oQI>

- Have you ever discovered that your coworker misinterpreted your intention of an email before?
- Yes
- No

Tone Poll

- Have you ever misinterpreted a coworker or bosses intention of an email before?
- Yes
- No

Tone for Email Communication

- Biggest side effect is miscommunication
- Estimates are about \$37 billion is lost yearly due to communication barriers, employee misunderstandings, and miscommunication.
- A [study from UCLA](#) found that the impact of communication is determined 38% by voice quality, 55% by nonverbal communication and *a mere 7% by the words used*. As we increasingly communicate via chat and text messaging, it's only natural that misunderstandings would occur.

Tone Email Communication:

5 reasons why email, text, and chat can be barriers of communication

1. missing context

- Is the sender at home, working on a Sunday night when he's supposed to be having dinner with his family?
- Is the person who just sent you a chat message suffering from a cold?
- Is she in a noisy office space or airport, and having trouble concentrating on the message she's writing?
- It's harder to put ourselves in other people's shoes when we can't see those shoes.

• 2. Missing body language

- No facial expressions
- No tone of voice
- No posture or other nonverbal communication

The most classic statistic referred to comes from UCLA professor [Albert Mehrabian's studies](#) in the 1960s and states that 93% of all communication is non-verbal.

Tone Email Communication:

5 reasons why email, text, and chat can be barriers of communication

- 3. Missing emotional content
 - Lack of emotional cues can increase the odds of communication barriers.
 - Face-to-face with someone while talking you get a feel for how they interpret your words.
 - You will eventually learn someone's emotional preferences in text based but it happens much slower and there is more trial and error.
- Emotional content is the fine line between interpreting a curt message as angry instead of that person just simply writing it in a hurry.
- No emoticons do not effectively replace emotions in text based communication.



Tone Email Communication:

5 reasons why email, text, and chat can be barriers of communication



- 4. Easier to argue or interpret something negatively
 - Easier to confront someone whose face you can't see.
 - People are always quick to interpret messages in the worst way. Especially if there were already unresolved emotions or past negative events between the two parties.
 - Being emotionally aware and emotionally mature.
- 5. Delay- triggered misunderstandings
 - Delays wreck havoc on understanding and create communication barriers
 - If you don't answer back as quickly as the sender expects, they begin to wonder why you're not responding. They start to tell themselves a story that you're ignoring them, or you're mad at them. (And let's be honest, sometimes we are!)

Tone Email Communication

Let's look at a typical email message:

What was written: OK will see if I can manage.

What was heard: I already have loads of work but because you are obnoxious, you are piling on more. I will do it because I have no choice. What do you think I am, a donkey?!

What could have been written: I will get to it as soon as I am done with the other stuff on my schedule. It might be some time though, is this urgent?

Read more at: <https://www.skillsyouneed.com/rhubarb/effective-emails.html>



How to avoid miscommunication in emails.

- Keep in mind that the medium is a message.
 - If the conversation is lengthy, call.
 - Don't leave people hanging.
 - Give people the benefit of the doubt.
 - Use Empathy ALWAYS
- --Management scholar Kristin Byron believes that misinterpretation comes in two forms: neutral or negative. We tend to dampen positive messages to make them more neutral, and we assume the worst in questionable messages to make them more negative.

Questions?

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