Communicating using Email

Below are a few **do's and don'ts**…..starting with *do you actually need to use email to say what you need to?* You can phone and talk, or use Skype instant messaging or Zoom.

Actions that will improve Email for us all……
1. Only send an email to those who really need to see the message.
2. Re-read your message before you send it – is it clear and concise? Will the recipient easily understand it? Be brief and focused.
3. Be direct if you want an action, especially if you are sending the email to more than one person. If you need a reply from everyone then say this, if you only need a reply from one person be clear which person that is and what you want from them.
4. Do use other channels to have discussions (phone) and not create multiple email threads.
5. Be clear in the subject title to describe the purpose of the email and include words such as "**For Action", "Request", "FYI"**, etc to help the recipient manage their inbox.
6. Use 'reply all' carefully – usually only the sender needs to see all replies unless they have asked for everyone to see all comments.

Things to avoid, please don't……
1. Copy several people in for no good reason. Always think about who you CC in to the email, there should be a valid reason for them to open and read the message.
2. Reply to an email just to acknowledge it or say thank you to a wider group. If you want to praise for a job well done, pick up the phone or send a direct email to the individual.
3. Incorrectly mark an email as **"urgent"** or **"high importance"** when it isn't. Be considerate of the recipient's time when they may need to focus on more urgent priorities.
4. Write anything you would not be willing to say in person.
5. Send a hasty email; if you feel frustrated or upset, either pick up the phone and talk to the person or re-read your email before you hit send.