

E-mail Tips

Email is a critical part of our everyday communications. It is important to effectively communicate our messages through this method.

- Use the subject line to state content and purpose.
- Make any requests up front – early in the message.
- Keep your messages simple/concise. Keep formatting simple. Summarize long items.
- Be personal, friendly – set the tone - be calm when replying.
- Sign your messages with an e-mail signature – including contact information
- Re-read – check tone - use spell check.
- Limit “reply all”, use of BBC, CC appropriately.
- Remember what you write is not private.
- Respond to e-mails sent to you.
- Don’t use to replace face-to-face communication

Sample E-mail

The screenshot shows an email client window titled "ACTION REQUIRED: Questions Regarding New Project Plan - Message (HTML)". The email header includes "From: mpschrom@gmail.com", "To: joeschmo@gmail.com", and "Subject: ACTION REQUIRED: Questions Regarding New Project Plan". The body of the email is annotated with red boxes and arrows pointing to specific elements:

- Clear as to what needs to be done**: Points to the subject line.
- Clear on what is needed, when**: Points to the first paragraph of the email body.
- Bulleted list**: Points to the numbered list of questions.
- Friendly, support is offered if needed**: Points to the sentence "If you have any questions regarding these questions, please do not hesitate to reach out."
- E-mail signature with contact information**: Points to the signature block at the bottom.

The email body text is as follows:

Joe –

I am currently working to develop the project plan for the new CRM application integration and I have a couple of questions for you that I need resolved in order to move forward. If you could please review and respond to me by end of day tomorrow, that would be great.

1. Can you provide me with a PeopleSoft Population Report of all of your employees? I will need this in order to identify the number of users we will need to plan for.
2. I will need a representative from your team to serve on my project team. I will need someone who is familiar with our current CRM process and who is able to work well in a team environment. It will be a commitment of about 2 hours per week over the next 4 months. Can you provide me with a name for my project plan?

If you have any questions regarding these questions, please do not hesitate to reach out.

Have a great day!

Mike Schrom
Project Manager
ABC Manufacturing Company, Inc.
(518) 555-1234
mpschrom@gmail.com