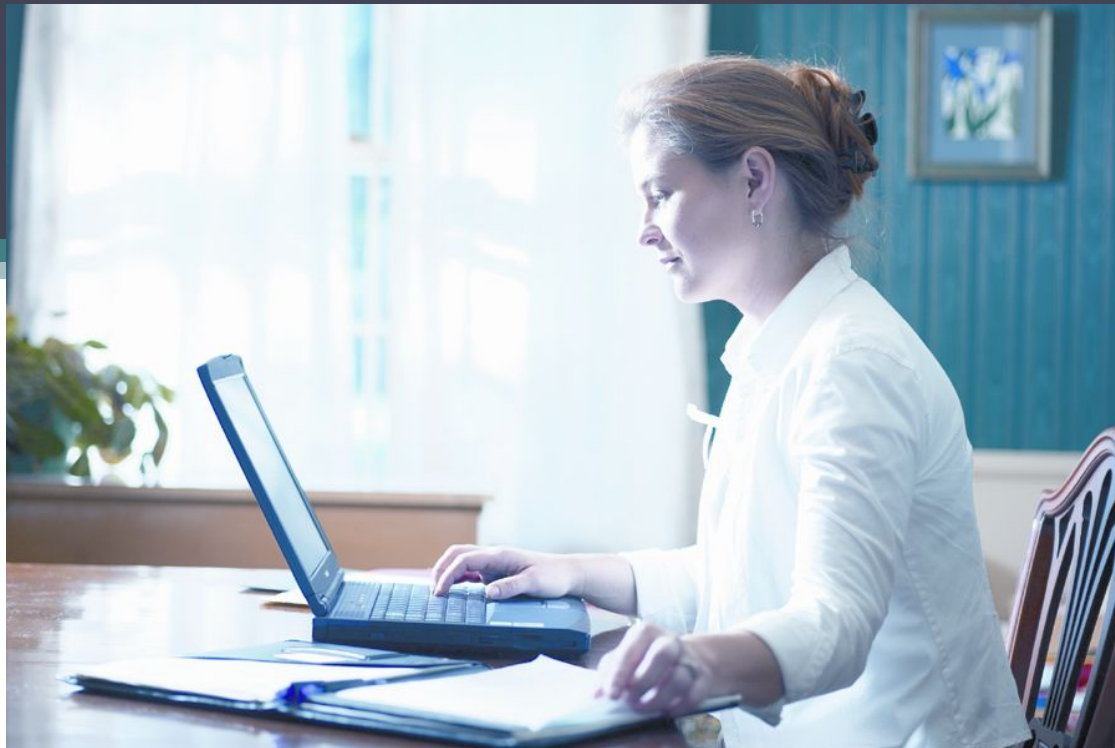


E-Mail Etiquette



E-Mail Etiquette

- The purpose of e-mail etiquette:
 - Professionalism.
 - Efficiency.
 - Security.

E-Mail Rules

- Know your internal policies.
- Keep responses concise.
- Answer questions asked in the original e-mail.
- Use proper punctuation, grammar and spelling.

E-Mail Rules

- Personalize your e-mail.
- Avoid unnecessary file attachments.
- Check for proper layout.
- Use high-priority option sparingly.

E-Mail Rules

- DO NOT USE ALL CAPITAL LETTERS!
- Read message thoroughly before sending.
- Know when to “reply to all.”
- Don’t abbreviate.
- Delete chain letters immediately.

E-Mail Rules

- Protect confidential information.
- Clearly identify the subject.
- Avoid unprofessional language.
- Minimize use of **bold** font.
- Use blind copy (BC) when individuals don't know each other.

E-Mail Rules

- Use appropriate opening and closing.
- Auto-respond when out of the office.
- Don't burn your bridges.

Enforcing E-Mail Etiquette

- Stay abreast of internal policy.
- Attend available training.
- When in doubt, ask.

E-Mail Privacy

- There is no such thing.
- Be aware of company monitoring systems.
- Once sent, e-mail cannot be controlled.
- Protect information from hackers.