

**Here are some tips to keep in mind when minding your email manners:**

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### **1. Always Respond**



Junk mail and forwards are one thing, but you should always respond to a real message, whether it's to invite you to a meeting or a hello from an old friend.

### **2. What's the Story?**

Don't keep your readers in suspense, use the Subject line to alert the receiver to the subject matter of your message. You're likely to get a faster response.

### **3. Addresses Ad-nauseum**

When sending out an e-mail to a long list of recipients, consider using an address book function that doesn't list all recipients in the "to" header. Having to scroll past a long list of addresses to get to the message itself is annoying to many. Plus, many people may not like having their e-mail address displayed to others.

### **4. Rapid Fire Responses**

If you only check your e-mail once a week, let people know. Otherwise, they may take offense at not receiving a timely (which when it comes to e-mail can mean immediate) response from you.

### **5. Watch Your Language**

While our e-mail culture is full of its own shorthand, it's best to always reread your messages before sending to make sure there are no grammatical or spelling errors in your message.

### **6. Know Your Role**

If you're sending out e-mail that is religious, political or pornographic, be sure to know that your intended recipient wants to receive it. In many business settings, transferring pornographic materials via e-mail is grounds for dismissal.

### **7. Avoid Spam**

When you surf or shop retail sites on the Internet, watch out for the "free newsletter" and "customer update" e-mail check boxes. If you sign up, you will be receiving regular e-mail that may not interest you.

### **8. Keep it Professional**

At work, keep all personal information out of e-mail. This isn't the venue for dissing coworkers or spilling the beans about your weekend adventures with the copier man.

### **9. Selectively Select**

"Send to All." Only the most relevant work-related messages should be sent to "all" recipients. Private messages, or messages that only apply to a few recipients should never be sent this way.

### **10. Address Updates**

If you are leaving your job, be sure that your e-mail account is closed and that incoming messages get forwarded to the appropriate person. Also, be sure to let everyone know your new e-mail address.