Team Email Guidelines

Email Guidelines:
Information overload and keeping up with email is a common source of frustration and overwork. The following tips for managing email more effectively should help, especially if agreed to and followed by a workgroup, department or entire organization.

- Send emails to only those necessary or who need to know.
- Use the email subject line to accurately describe the content of an email.
  — Create single subject messages whenever possible. This allows team members to file, retrieve and forward each message separately by its subject line and prevents potentially missing issues in a response.
  — Use a clear subject line that identifies the message content.
- Be aware that many email recipients will be opening the email on their smartphone or tablet and reading it on a very small screen. Therefore, keep the message as short as possible and realize they may not be able to open attachment(s).
- Limit the use of “cc,” “reply to all” and “respond with history.”
- Indicate urgency. For example:
  — URG – Urgent – need a reply ASAP
  — RR – Reply requested – need your input or feedback but not urgently
  — FYI – For your information – read when you have time, no reply required
  — NRE – no reply expected
- When attaching documents, indicate in the text of the message what the attachment is, so the recipient knows what he/she is opening.
- Limit the number of fonts used. Too many fonts make messages confusing.
- Always be aware that others may share your emails broadly.
- Keep the list of recipients to the absolute minimum.
- Always read what you have just typed before clicking the send button. Avoid “flaming” – expressing extreme emotion or opinions in an email message. It is best to communicate emotions in person or at least on the phone.
- Do not write in all capital letters. It’s the equivalent of yelling at someone.

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