

A REMINDER ABOUT EMAIL ETIQUETTE

We're no doubt all aware of the expected courtesies in email communication, but when we're faced with a huge volume of email traffic there can be understandable slippage. So, just a reminder about some of the conventions that help online communication run efficiently and smoothly:

CHECK BEFORE YOU PRESS SEND

To avoid misunderstandings, read through your email and try to do so through the lens of the person receiving it.

DO YOU REALLY NEED TO 'REPLY ALL'?

Don't 'reply all' unless absolutely necessary. It can be life-sapping to get hooked into other people's conversations.

And if you're sending a 'noted' or 'thanks', it should just be sent to the initial sender.

EDIT WHAT YOU FORWARD

Avoid forwarding streams of emails for recipients to trawl through. If it *is* necessary, give people a helping hand by either putting a summary at the top, or the most relevant email with a note that its history can be seen below.

UPDATE YOUR SUBJECT LINE

Always write a succinct, accurate description of the e-mail in the subject line (don't leave in an historic, inaccurate one). It helps people follow trails, prioritise messages and sort them for future reference.

MULTIPLE TOPICS

If you correspond with the same people on multiple subjects, separate the emails by the appropriate topic clearly stated in the reference line.

MULTIPLE RECIPIENTS

When you send an email to a large number of recipients, don't put everyone's address in the To: line. It looks unprofessional and some people don't appreciate their email address being shared. Simply address it to yourself and put the addresses in the BCC line.

HOW WOULD THIS LOOK IN A COURT OF LAW?

It's a rare event, but email correspondence can be called on in court cases. So always be judicious in what you write - some things can take on a very different perspective in the cold light of a court.