

skillful email writing

competencies that can help you craft professional correspondence that can help you communicate your thoughts more concisely & efficiently



86% of professionals prefer email over other forms of communication. The ability to deliver effective email communication in the workplace, therefore, remains an essential business skill.

- Email provides an easily searchable virtual **document trail of conversations** and interactions.
- Email allows a message to be communicated to several recipients at once.
- Email gives recipients time *to think about the content and thoughtfully/appropriately respond to it.*

PRO-TIPS of an *Effective* Email

Subject Line The subject line should compel the recipient to open your email. It should consist of 3 to 8 words relating to the content. It also should include if action items are needed and if so, by when. Examples:

Time Sheet Format and Instructions
Report Revisions Needed: Please Provide by 3PM

Be Polite The messages you send are a reflection of your own professionalism, values, and attention to detail, so a certain level of formality is needed when using email, especially at work.

Open with a polite greeting such as "Good morning/afternoon, I hope you're well". Close your message with "Regards," "Yours sincerely," or "All the best," depending on the situation.

Know the *Who* and *What* It doesn't save time (and may breach departmental confidentiality) to cc everyone who *may* need to see an email. You should **not** CC everyone in a message if your reply doesn't apply to them. You should also avoid including someone in CC who hasn't expressed a need to be included—or without stating in the email why you've looped them in.

Proofread your email It's crucial to read your email before sending it as this can help you identify errors, misspellings and inappropriate language in your writing. Proofreading can also help you identify whether you've missed any important information or left some thoughts unfinished.

Check the Tone Email robs us of body language, vocal tone, and facial expressions, so it can be difficult to tell whether people have misunderstood our messages or misread them in some way.

Your choice of words, sentence length, punctuation, and capitalization can easily be misinterpreted without visual and auditory cues. In the example below, Emma might think that Harry is angry, but, in reality, he feels fine.



Emma,

I need your report by 5 p.m. today or I'll miss my deadline.

Harry

Hi Emma,

Thanks for all your hard work on that report. Could you please get your version over to me by 5 p.m., so I don't miss my deadline?

Thanks so much!

Harry

