26 Tips for Proper Email Etiquette

By Gabrielle K. Gabrielli, Ph.D.

1. Write concisely and professionally.
2. Use all rules of proper business writing including using active voice instead of passive voice. Use correct spelling, grammar, and punctuation.
3. Check your facts to ensure accuracy. If in doubt, do not send it.
4. Read your email message out loud before you send it.
5. Use plain text formatting. If you use html, select legible colors and fonts.
6. Address the recipient appropriately including the use of To, Bcc, and Cc.
7. Err on the side of formality, especially with salutations.
8. When the distribution list is greater than approximately 10, blind copy multiple recipients rather than displaying all email addresses.
9. Do not overuse Reply All.
10. Prevent email flaming whenever possible. If you feel angry or upset, wait one hour before sending or responding to an email message.
11. Do not copy the chain of command or reply when copied unless it is protocol.
12. Answer promptly but don't remain tied to your email the entire day.
13. If you won't be able to respond for some time and it is an urgent matter, respond to let the sender know that you received the message and are working on the response.
14. Use an appropriate subject line and correct the subject line when needed.
15. Use the high priority message option sparingly.
16. When attaching documents, limit the file size to 5MB (10MB for high-speed connections) and ensure a descriptive file name and appropriate file format.
17. Do not write in ALL CAPS. It is the equivalent of yelling!
18. Delete the message thread when the topic changes or as needed when forwarding.
19. Respond at the top of a message thread and avoid embedding responses within a thread.
20. Avoid the use of acronyms, excessive punctuation, and emoticons!!!! ☺
21. Do not request delivery and read receipts or ask to recall a message.
22. Do not forward viruses, hoaxes, jokes, or chain letters. Always check reliable, unbiased sources when you receive anything questionable.
23. Do not reply to SPAM but do remove yourself from unwanted solicitations.
24. Always end an email message with a closing and your name rather than just your signature file.
25. Signature lines should include name, organization, and contact information. Avoid anything that may be considered offensive or off-putting such as religious quotes.
26. Don't send anything via email that you wouldn't want shared with the world.

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For questions, email gabrielle@gabrielleconsulting.com.