Tips for Using E-Mail in Business

- Use short subject headings.
- Double-check to be sure that your are sending it to the correct individual(s) and not to others, inadvertently.
- Grammar- and spell-check all messages (poorly written e-mails reflect badly on you and your organization).
- Proofread all messages before you execute the “send” command.
- Avoid the use of emoticons like 😊, :-) , :-O in business communications.
- Send messages to a group only if everyone needs the information. Do not become a “spammer.”
- Keep the message short. Use attachments to send long documents, photos, and other files.
- Don’t be reactive; it is not necessary to respond to e-mails immediately.
- Set up and use professional “signatures” to identify yourself to recipients.
- Use the “return receipt” function if you need to confirm delivery of a message that you are sending.
- Keep copies of outgoing mail, if possible. If this is not possible, send copies to yourself.
- Set up a filing system to sort and organize your e-mail.