

# Take Back Time: Managing Your Email

Handout # 3 Slide # 14

## Tips for Email Best Practices

1. Be concise and to the point - KISS Keep it super simple
2. Answer emails as soon as you can, but don't be a slave to every "ding" that comes in
3. Answer all questions the first time – if you don't, more email will come requesting answers
4. Check spelling, grammar and punctuation – adds to your professionalism
5. Create templates and drafts to be used again- saves you time
6. Do not attach unnecessary files—too much information
7. Always include a subject in the subject line—and change it when it no longer applies
8. Add disclaimers when appropriate - some school districts will expect this
9. Read your own email before you send it - eliminates embarrassing mistakes
10. Do not over use the *Reply to All* - target your recipients
11. Choose carefully the *cc:* and *Bcc:* tools – use your common sense
12. Minimize formatting , rich text, and HTML– some systems are not comprehensive
13. Minimize request delivery and read receipts except when very, very important – causes excessive email responses
14. Do not copy a message or attachment without permission – not ethical
15. Use active instead of passive voice- provides clarity
16. Avoid using *Urgent* and *Important* unless it really, really urgent or very, very important
17. Avoid long sentences- call on the phone if more details are needed
18. Do not forward chain letters – this has become a nightmare for professional communication
19. Keep your language gender neutral- more universal
20. Do not reply to spam- just don't
21. Avoid vague replies – “Sounds good, I'm in, and I'm all over it” are not definitive.
22. Use three magic words to convey agreement: Agreed, Confirmed, and Final Decision
23. Clean up your email management system periodically- eliminates a full box
24. Leave a message when you are going to be away for a long period of time.
25. Create email protocols for your staff- this will save you time and energy