



EMAIL ETIQUETTE

This document has been written up as preferred and better practice within TITEB. It aims to help our staff use emails effectively as a communications tool.

1. Include a clear, direct subject line

Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal."

People often decide whether to open an email based on the subject line. Choose one that lets readers know you are addressing their concerns or business issues.

2. Use sentence case

Sentences in caps lock and animated wording should not be used.

3. Inclusive communication

Consider who should be included when sending or replying to an email to ensure that no one is left off. Don't forget to "reply all" if necessary.

4. Always use an appropriate greeting

Salutations are important. If you don't know the person well, always use a formal salutation with their name.

Always say Hi as a minimum.

If you are writing in a chain of emails where the context has already been established in a prior email or even by phone, then it's fine to write with no greeting.

5. Think twice before hitting 'reply all.'

No one wants to read emails from 20 people that have nothing to do with them. Ignoring the emails can be difficult, with many people getting notifications of new messages on their smartphones or distracting pop-up messages on their computer screens. Refrain from hitting "reply all" unless you really think everyone on the list needs to receive the email.

6. Replying to emails

Try to reply within 24 hours, even if it is to acknowledge an email and explain that you will revert with an appropriate response within a defined timescale. Not replying within a reasonable time frame could make the sender feel ignored.

All staff are required to respond to emails. This includes when the email was accidentally sent to you, especially if the sender is expecting a reply. A reply isn't necessary but serves as good email etiquette, especially if this person works in the same company or industry as you. Here's an example reply: "I know you're very busy, but I don't think you meant to send this email to me. And I wanted to let you know so you can send it to the correct person." The only time is okay to not respond to an email is when an email is for information purposes only.

7. Include a signature block.

At TITEB, a signature block is compulsory. If you need assistance, speak to your manager or supervisor to get your signature block set up or updated.

8. Be cautious with humor.

In a professional exchange, it's better to leave humor out of emails unless you know the recipient well. Something that you think is funny might not be funny to someone else and could be misunderstood as sarcasm, not humor.

9. Proofread every message.

Your mistakes won't go unnoticed by the recipients of your email. It can often distract the reader from the subject matter and it also gives an unprofessional impression of the sender and TITEB.

Read and re-read your email a few times before sending it off.

10. Add the email address last.

You don't want to send an email accidentally before you have finished writing and proofing the message. Even when you are replying to a message, it's a good precaution to delete the recipient's address and insert it only when you are sure the message is ready to be sent.

11. Nothing is confidential - so write accordingly.

Every electronic message leaves a trail.

A guideline is to assume that others will see what you write. Don't write anything that may be insensitive, hurtful or offensive.

Emails are legal documents and can be used in legal proceedings.

12. Set informative out-of-office replies

If you plan to be out of the office for an extended period of time, set up an automated out of office reply to let people know you won't be able to respond to their emails until a specific date. Include a contact that the individual can reach if there is an urgent matter. Please speak to your manager or supervisor if you need assistance with setting this up.

Email is one of the most common ways of communicating across TITEB. Please use the information above to support staff who are new to email. If you need more information about emails, you should speak to your manager or supervisor.