

## Email Tips Training Flyer

As a company we use email throughout each day to communicate, share information, ask something of someone and more. It can be a very effective way to communicate. This flyer is intended as a follow up last week's flyer. It will cover some email etiquette tips.



### Email v Phone:

Although there are times when a phone call is needed and can be more personal, email has some advantages over the phone in most situations. Below are just a few of these:

- Saving the entire history of the conversation in the email thread,
- Reach many people at the same time,
- There is no missed call “Tag you’re it” back and forth,
- Quicker in some cases than a phone call,
- Emails are more direct and require more information. Where a person might call you and leave a voicemail saying, “Hey it’s me call me back.” It is unlikely someone would email you and say “Hey, It’s me email me back.”

### Subject Lines:

Always include a subject line. When filling the subject line, make sure that you mention what the email is for or in regards to. This helps the receiver understand what the email is about quickly, prioritize it, and if the receiver has rules set up based on subject line words, help them keep their inbox organized. For more on rules see the [Setting a Rule Training Flyer](#).

### Signature Lines:

Always include a signature line; preferably with a phone number. You never want someone to have to look up how to get in touch with you. Your e-mail signature is a great way to let people know more about you.

### Level of Formality:

The formality level of your email should be consistent with the level of formality of the person you're communicating with. Try to write for the person who will be reading it – if they tend to be very polite and formal, write in that language. The same goes for a receiver who tends to be more informal and relaxed.

### Response Times:

We are all busy, and sometimes the day can get away from us, but as a general rule the quicker you can reply to an email the better. Responding to an email within 24 hours is good etiquette. We can all improve in this area. Responding sooner is better because the sender will be assured their concerns are being heard and their needs attended to. (If a person’s concern is negative or powerfully expressed, a phone call may be a more appropriate response than a return email.)

We all have days it can be difficult or not possible to send a full response to an email. In those cases an email reply saying, “I got this email and I will have an answer to you (set time)” is ideal because it lets the sender know you have seen their email and are not intentionally ignoring them.

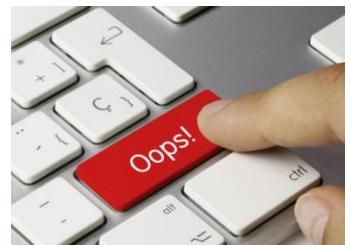


If you have a day full of meetings or things you know will keep you from replying at all an away message should be set. To learn how, see the [Outlook Tips Training Flyer](#).

### Tone of Voice (Text):

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There are many benefits of emailing. However, there are some things that are lost when emailing over calling someone. One of those is your tone of voice. When talking over the phone there are verbal queues that indicate when someone is making a joke or being sarcastic. Those queues are not sent through email. If you are emailing someone who doesn't know you well, they may misinterpret your meaning. Another note on that would be emailing in all capital letters. This can be interpreted as shouting.



### **Using "High Importance" flags:**

In Outlook you can flag and email as high importance. In this case, it puts a red ! next to the email in the receivers inbox. Be careful to not overuse the high priority option. If you overuse this feature, few people will take it seriously. A better solution is to use descriptive subject lines that explain exactly what a message is about.

### **Be Polite and Proofread:**

It's important to be polite when emailing and avoid "emailing angry". Use words like "Please" and "Thank you". It is also important to proofread your email before sending to try and catch grammar errors.

### **Next Steps and a Couple Questions:**

The first step is to learn more. There are many other points to remember when writing an email. Below is a link to video on some of them.

In place of the true or false: I have never emailed Dan from PHD before. His response below was the first time he had ever emailed me. What do you think my initial impression of Dan is?

Name 3 things about his response to the email below that should be changed.

**RE: Electrical hanger**

Dan Swantek <dswantek@phd-mfg.com>

You replied to this message on 1/14/2016 11:36 AM.

Sent: Thu 1/14/2016 10:58 AM  
To: Brandon Stone

n/a

-----Original Message-----

From: Brandon Stone [mailto:[Brandon.Stone@leesupplycorp.com](mailto:Brandon.Stone@leesupplycorp.com)]  
Sent: Thursday, January 14, 2016 10:54 AM  
To: Dan Swantek <[dswantek@phd-mfg.com](mailto:dswantek@phd-mfg.com)>  
Cc: Jeff Vining <[Jeff.Vining@leesupplycorp.com](mailto:Jeff.Vining@leesupplycorp.com)>  
Subject: FW: Electrical hanger

Dan,

Hello. We are looking for a cross from the Grapple number below. Is this something PHD has available? If so can you tell me your part number and our cost?

YXP2-TG-5ft-460MM-2p

Thanks,  
Brandon  
Lee Supply Corp.  
317 550 2923

To achieve Great... We must Communicate.