

Family & Children's

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Email Etiquette

Email in the workplace has added efficiency and convenience, but has not come without its problems. Email users in the workplace can experience a variety of annoyances and misunderstandings when senders do not use proper email etiquette. Even worse are those who misuse email as a means to abuse and harass others in the workplace. Emails have become the most devastating "smoking guns" in cases of sexual harassment, discrimination and defamation law suits. For all of these reasons, it is important we are cautious and professional when it comes to email use. Below are some rules of thumb for email etiquette or as some call it "netiquette."

Workplace Email Etiquette Tips

- ✓ Remember there is a human recipient beyond the computer screen. Do not send anything that you wouldn't say to their face or in a professional letter.
- ✓ Do not use email for conflict. Meet in person to avoid the misunderstandings email can create.
- ✓ Never send any content in an email which you wouldn't put on a post card. Email is not private. Employers can and sometimes do monitor emails, and the email system is the property of the employer.
- ✓ Realize that emailing inappropriate jokes and pictures may violate your workplace harassment policy and could offend someone.
- ✓ Proof read emails as you would any letter.
- ✓ Mix cases. UPPER CASE LOOKS LIKE YOU ARE SHOUTING
- ✓ Use proper punctuation as you would in a letter.
- ✓ Be sure you know who you are sending your email to. Beware of the reply all button and accidentally sending your email to multiple recipients.
- ✓ Be sure to ask permission if you plan to forward an email you received from someone else.

- ✓ Beware of using your signature line with company information when emailing outside of your organization, especially if it is not work related. You may be representing a position or opinion which does not represent your employer's position.
- ✓ When in doubt, send emails in plain text. Some systems have difficulty with other formats.
- ✓ Ask for permission prior to sending someone large attachments.
- ✓ Time is money... and so is bandwidth, system space and connectivity. Be courteous and do not send junk mail, chain letters, etc.. or extremely long messages.