



**Email messaging now exceeds telephone traffic, and is the dominant form of communication.** For many of us, handling email consumes half of our day. A recent *Wall Street Journal* report indicates that soon employees will spend three to four hours a day on email.

## **Make the most of your e-communicating time by using these e-manners:**

- 1. Email is *not private*.** Remember that email can be forwarded—to anyone, anywhere, indefinitely-- so unintended audiences may see what you've written. To avoid embarrassment, beware of inadvertently sending something to the wrong party.
- 2. The subject field should indicate content and purpose.** Change the subject line title when the subject has changed.
- 3. Use “Reply All” sparingly.** Give careful thought to what you say to the larger audience and avoid overloading your friends' inboxes. Use the "reply all" button only when compiling results requiring collective input and only if you have something to add. Avoid criticizing and “correcting” when “replying to all”; these types of conversations belong in a separate personal email.
- 4. Watch what you say and how you say it.** Don't use bad language. Don't gossip, defame or otherwise bad-mouth people in email. Remember that your tone can't be heard in email. Email communications can't convey the nuances of verbal communication.
- 5. Be brief and to the point.** Nothing is more frustrating than wading through an email message that is twice as long as necessary. Concentrate on one subject per message.
- 6. Think twice before sending chain letters, virus warnings, “inspirations” or jokes.** If a constant stream of these types of emails annoys you, be honest and ask to be removed from the distribution list. Direct personal email to a home email account rather than to a PTA account.
- 7. Do not use your PTA email lists to advertise business-related opportunities or to solicit business contacts.** Not only is it bad manners and an invasion of privacy, it is out of compliance with PTA's non-commercial policy.
- 8. Be clear; be specific.** Avoid one-word or two-word answers.
- 9. Watch the case.** USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING. using all lowercase letters looks lazy. For emphasis, use **bold formatting** to emphasize important words.
- 10. Use a signature that includes contact information** including your mailing address, website and phone numbers.
- 11. Before clicking “send,” take a deep breath, reread your email, then double check the recipients who will receive your email.**

*\*For spelling aficionados: The battle over the spelling of email (or e-mail) goes on, but the current consensus, according to the Associated Press, is to use the unhyphenated spelling, as we used in this publication.*