



PSI Guidelines on Email Etiquette

When composing emails, for an internal or external audience, there are a number of points that need to be taken into consideration. It is important to bear in mind the tone and style of the communication.

1. Include a clear, direct subject line. Remember that spell check will not pick up any errors in the subject line; ensure that words are spelt correctly.
2. Think twice before hitting "Cc...", "Bcc..." or "Reply to all"
 - a. Try not to use the "Cc..." field unless the recipient in the "Cc..." field knows why they are receiving a copy of the message.
 - b. When using the "Reply to all" option make sure that everyone from the original email really needs to see your response.
3. Use professional salutations.
4. Write well-structured emails. Do not make an email longer than it needs to be – make it short and concise when possible.
5. Avoid sending unnecessary or large attachments via email. If possible include a link to a downloadable document instead.
6. Do not write emails in capitals as this can come across as aggressive.
7. Use exclamation points sparingly and do not use abbreviations such as OMG and LOL.
8. Be cautious with the tone of the email whether it's humorous or serious, the tone of an email can be picked up wrong by someone else and be offensive.
9. Only mark emails as important if they really are important.
10. Be cautious when discussing confidential information via email. Sending an email is like sending a postcard. If you don't want your email to be displayed on a bulletin board, don't send it.
11. Never make any libellous, sexist or racially discriminating comments in emails, even if they are meant to be a joke, and do not forward emails containing libellous, defamatory, offensive, racist or obscene remarks.
12. If you are replying to an email with questions, make sure you reread the original email before sending your reply to make sure that you have answered all questions.
13. Keep in mind that people from different cultures speak and write differently.
14. Reply to your emails — even if the email wasn't intended for you.
15. Proofread every message.
16. Add the email address last and double-check that you've selected the correct recipient.
17. No decision to be made over emails, unless in circumstances when time is of the essence.
Decisions should be made at quorate meetings.