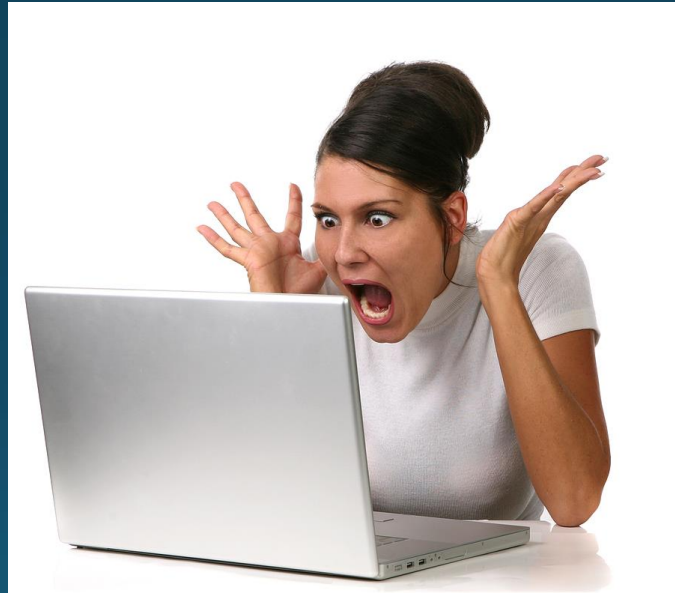


# What do you mean I replied to all?



## Email Management

Competency: Effectiveness

# Objectives

- Modes of communication
- Importance of complete emails
- Common mistakes
- Career sabotaging errors

# Really? A workshop on emails?

- You might know a lot about the topic
- Sometimes we need to be reminded of the following all too common email bloopers

# Modes of Communication

- Phone
- In person
- Electronic: email, text, face time
- Each one is best used for different scenarios

# Modes of Communication

- Phone: verbal is useful, more personal, social connection
- In person: verbal and nonverbal, social connection
- Electronic: quick easy communication to a large audience
- Remember that if you want a reply in <24 hours, don't use email
- Emails when not managed well can be dangerous....

# When you get an email like this...what type of communication should you use?

Dear XYZ,

I got a phone call from our customer Mr. Smith. What were you thinking when you told them that we can't resolve their request? This is unacceptable and does not meet our standard.

Sincerely,

XYZ|

# Multiple Choice

- A. Phone. They can hear my tone much better that way....
- B. In person. It's probably better that we handle an emotionally charged response in person.
- C. Email. Let me give them a piece of my mind *in writing, right now, and tell them off in the most epic of manners.*
- D. None of the above. It's better that I calm down and try to handle this from a logical perspective.

# Mind Your Manners

- Who is your audience?
- Salutation: include one.
- Closing: include one.
- Kerry
- Hi Kerry
- Good Morning Kerry
- Sincerely
- Thank you



# Disclaimers and Acronyms

- Write with the reader in mind
- “Please excuse my typos. I’m on my Iphone”
- TTYL, IMHO etc
- Don’t make me Google what it means



# Be Clear

- Just forwarding an email does not amount to a question or inquiry regarding it
- Be clear about your intentions when sharing information
- Keep it simple
- Bullets help

**simple is  
beautiful.**

# Review Emails: Grammar

- Loose vs. lose
- Your vs. You're
- Their vs. they're vs. there
- It's vs. its
- Irregardless is not a word
- Use spell check

# Review Emails: Spelling

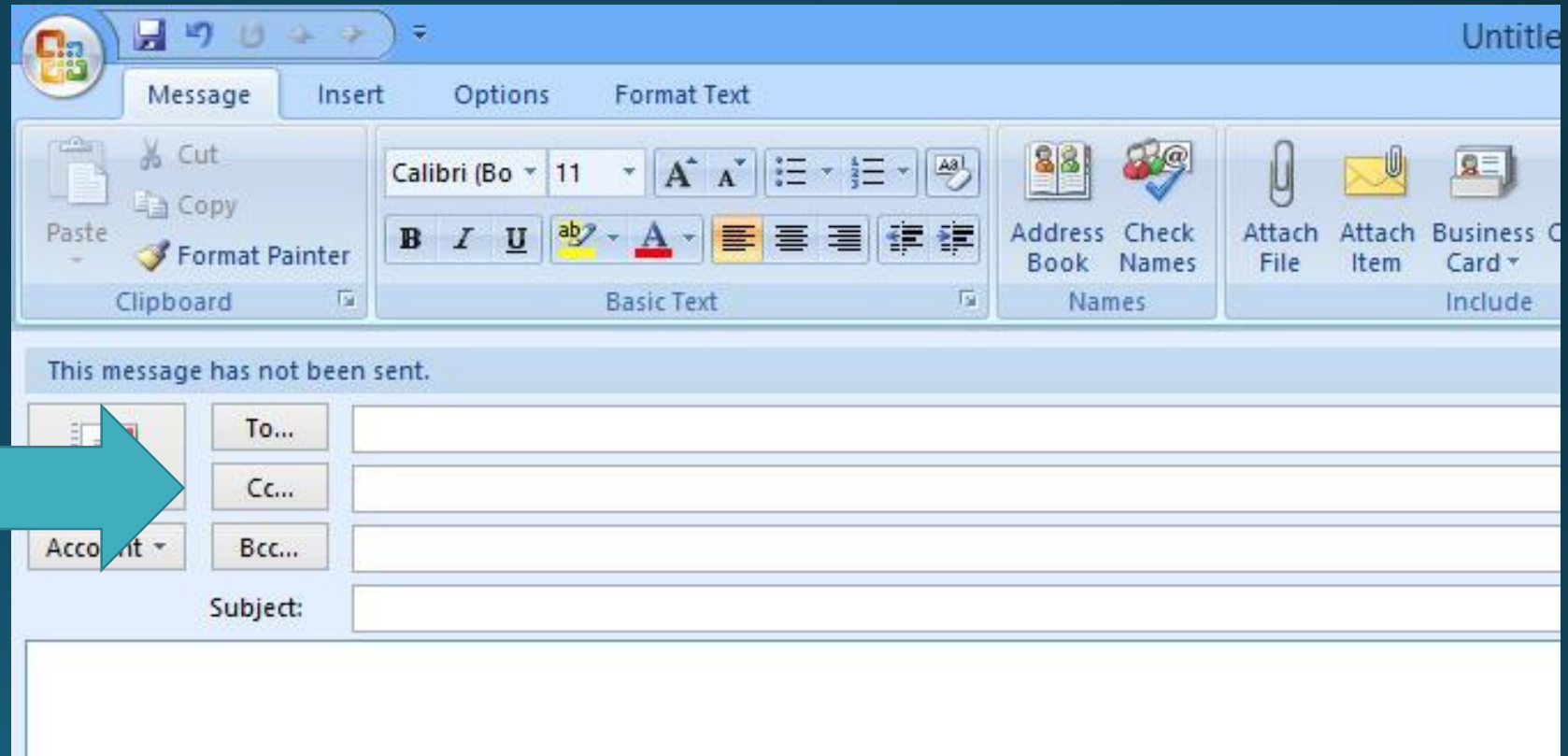
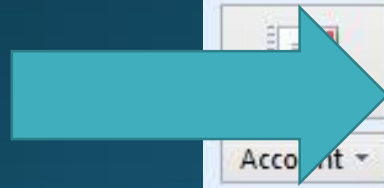
- 'tomorrow' as 'tommorrow' or 'tomorow'
- 'acommodate' as 'acomodate' or 'accommodate'
- 'separate' as 'seperate'
- Use spell check

Praise in public, criticize in private



# Sending Emails

To: Direct  
CC: Someone you want included  
BCC: Bad Communication Choice



# Sending Emails

- Do not expect a reply from people that you put in the CC section
- If you want a reply include them in the “To” section
- “To” section should be the last section filled out in your email

# Replying to Emails





# Replying to Emails

- Reply to emails to acknowledge
- Reply: Replies to the INDIVIDUAL
- Reply to All: Replies to EVERYONE in the email
- Do they really need to be included?

# Subject Line

Which one of these is a good subject line?

- A. Yo!
- B. About that phone call
- C. Kean Student Orientation information
- D. REVIEW: draft for new B.A. curriculum
- E. ....
- F. C & D
- G. All of the above

# Subject Line



Change the subject line to address the content of your reply

Make it meaningful

State if it needs a reply

# Avoid being “click happy” with your emails

- Confidential emails accidentally sent to all
- Please approve emails sent to all
- Please review emails sent to all
- Set permissions

# What is wrong?

Hi John,

I'm wondering about the upcoming class. Where is it located? What time does it start and end? Would you like me to teach the first half or the second?

Sincerely,

Paul|

# What is wrong?

Hi Paul,

6-9 p.m.]

Sincerely,

John

# Answer ALL Questions

- John asked THREE questions
- Paul answered ONE
- John is annoyed



# Signature Lines

**Jane Doe**

Marketing Manager

Your Company

Main: (123) 456-7890

Direct: (123) 456-7890

Cell: (123) 456-7890

Fax: (123) 456-7890

[youremail@company.com](mailto:youremail@company.com)

Skype: Username

123 Street St.

City, State 12345

[www.yourwebsite.com](http://www.yourwebsite.com)

[www.yourblog.com](http://www.yourblog.com)

[www.facebook.com/yourpage](http://www.facebook.com/yourpage)

[www.twitter.com/yourpage](http://www.twitter.com/yourpage)



# Better Kept at Home

- Inspirational messages
- Inappropriate pictures
- Politics
- Faith
- ...don't belong in a professional email box.

# How could this email be improved?

- Subject: tomorrow

As you know, tomorrow afternoon we'll be meeting to discuss the status of all of our current projects. Donuts will be provided. Be sure to arrive on time and bring along teh materials you have been working on this week—bring enough copies for everyone. Some of these material might include your calendars, reports, and any important e-mails you have sent. Also, I wanted to remind you that your parking permit requests are due later this week; you should turn those in to Ms. Jones, and if she is not at her desk when you stop by, you can e-mail them to her.

# Version 2

Subject: materials for Wed. staff meeting

Hi, everyone—

For tomorrow's 3 p.m. staff meeting in the conference room, please bring 15 copies of the following materials:

- Your project calendar

- A one-page report describing your progress so far

- A list of goals for the next month

- Copies of any progress report messages you have sent to clients this past month

See you tomorrow—

Jane

# Don't Forget

- Emails are not confidential
- Last forever
- Can be retrieved even when you erase them
- Be cautious

What are some of your best email stories?



# Resources

- Mindtools.com
- Grammarly.com
- University of North Carolina at Chapel Hill:  
<https://writingcenter.unc.edu/tips-and-tools/effective-e-mail-communication/>