



Confidential.

Informal.

Impartial.

Independent.

EMAIL CIVILITY

TOP 10 CIVIL USES OF EMAIL

1. Assuring that everyone knows about appointments & meetings.
2. Encouraging broad input.
3. Staying in touch when people are separated by time & space.
4. Allowing people time to reflect before responding to a query.
5. Assuring timely communication.
6. When there is a need to reach a large audience.
7. Conveying factual information, data, and attachments to everyone who needs to know.
8. Making filing and retrieval of information easier.
9. Supporting flexible work arrangements, including telecommuting.
10. Encouraging the development of online communities.

TOP 10 UNCIVIL USES OF EMAIL

1. Sending to too many people, or the wrong people.
2. When brainstorming or in-depth collaboration is needed.
3. Attempting to convey delicate or sensitive messages.
4. Forwarding messages without explicit or implicit permission.
5. Overuse of priority flags, and receipt confirmations.
6. As a way of avoiding face-to-face interaction.
7. As a substitute for staff meetings.
8. Spamming – broadcasting what recipients may view as junk mail.
9. Flaming – attacking with sarcasm & public criticism.
10. When in conflict with the person you're addressing.

EMAIL CIVILITY

STOP! BEFORE SENDING and **ASK** YOURSELF:

1. What's the purpose for sending the email? Can a better result be achieved face-to-face or over the phone?
2. Am I sending the email to more people than those who need to read it?
3. Does the email contain confidential, personal, or sensitive information?
4. Does the email relate to a controversial issue?
5. Am I trying to explain something very complicated?
6. Am I trying to correct a misunderstanding?
7. Am I sending bad news?
8. Am I using email to avoid talking with someone?
9. Am I feeling irritated, angry, hurt, confused, or defensive?
10. Am I using email to vent?

If you answer, **“YES”** to any of these questions, **DO NOT** use email. Schedule an in-person or phone meeting to convey your message.