

Professional Email Writing

Objective: To review 10 tips that will help you to write more professional emails.

1. **Write a meaningful subject line.**
 - a. Should be concise but to the point
 - b. Summarize the objective of the email
2. **Keep the message focused and readable.**
 - a. Avoid tangents
 - b. Avoid ALL CAPS & **FANCY FONTS**
 - c. Understand basic punctuation
 - d. Skip lines in paragraphs
3. **Avoid attachments**
 - a. Unless required
 - b. Not necessary in most cases; make the emails take up more space
4. **Identify yourself clearly.**
 - a. Full name
 - b. Title
 - c. Contact Information
5. **Don't flame**
 - a. Think
 - b. Avoid taking work issues personally
 - c. How would you feel if the email you were about to send was posted publicly for all to see?
6. **Proofread**
 - a. Read
 - b. **Use Spell-check**
 - c. See 5c
7. **Don't assume privacy.**
 - a. Email is not secure
 - b. You never know who it may get forwarded to
8. **Distinguish between formal and informal situations**
 - a. No smiley faces
 - b. Be concise and avoid addressing personal issues
 - c. Know who you are writing too
9. **Respond Promptly**
 - a. Shows professional concern
 - b. Helps to diffuse situations quickly
 - c. Builds confidence
10. **Show Respect and Restraint**
 - a. Don't forward a message addressed directly to you without asking too first
 - b. Take time to read over your message and ensure it is what you want to send
 - c. Read over original email to make sure you understand the context.