

EMAIL

Etiquette

Crash Course





Email Etiquette

We send emails and use electronic communication for many things:

- Correspondence with people all over the world
- Communicate with more than one person at a time
- Leave messages for people regardless of the time
- Send attachments to people
- Document interactions (serves as a paper trail)
- Work collaboratively on a project
- Apply for a job or internship
- Request a letter of recommendation





Email Etiquette

- Email and electronic communication is a part of our personal, academic, and professional lives.
- The emails you send may say more about you than you wish to share.
- Maintaining proper email etiquette will help get your message across **effectively** and **professionally**.





Email Etiquette

- So what exactly is **email etiquette**?

Email etiquette is an established set of guidelines and expectations for how people should communicate electronically.





Brainstorm

What are some instances when you would need to email your teacher or superior?

Discuss what you brainstormed.

Talk with a partner or small group. Did any of you brainstorm similar things?

You might have brainstormed...

To ask
about an
assignment

To question a
grade.

To request
further
clarification
about a topic
covered in class.

To ask for an
extension on an
assignment or
for a letter of
recommendation.



Brainstorm

What should students do when electronically communicating with a teacher or superior?

Discuss what you brainstormed.

Talk with a partner or small group. Did any of you brainstorm similar things?

You might have brainstormed...

Include your full name.

Be polite and professional.

Give the email a subject title.

Use formal language.



Brainstorm

What should students **NOT** do when electronically communicating with a teacher or superior?

Discuss what you brainstormed.

Talk with a partner or small group. Did any of you brainstorm similar things?

You might have brainstormed...

Use slang or informal language.

Be aggressive and defensive.

Assume the teacher knows the email is from you.

Make any demands without offering justification.



Email Etiquette

Here are some things to consider.

- Formatting
- Tone
- Discourse
- Digital Footprint
- Attachments
- Examples





Formatting

First impressions matter, and proper formatting will give your email a good first impression.



Formatting

Your email should always include these elements.

1. Subject
2. Salutation
3. Body
4. Closing
5. Signature





Formatting

The subject of your email needs to be direct and clear.

The recipient of the email should know immediately what the email will be about by reading **JUST** the subject line.





Formatting

Just like you would for a formal or business letter, all emails should begin with a salutation.

A salutation is an opening or greeting.

For example:

Dear Mrs. Smith,





Formatting

The body of your email should explicitly state the reason why you are writing.

I am writing this email to kindly ask for a letter of recommendation.

Can you please look over my paper and check it for errors?





Formatting

The closing of your email should be simple and professional.

Examples:

Sincerely,

Regards,

I look forward to your reply,





Formatting

After your closing, your signature needs to include important information.

Include:

Your full name

Your contact information



Example

New Message

To Mrs.Smith@school.com

Subject Upcoming absence

Subject Line

Good afternoon, Mrs. Smith.

Salutation

I will be away at a basketball tournament next week from Wednesday-Friday, and I was wondering if you could please email me the classwork that I will miss. My email address is Paola.Jimenez@school.com.

Body

Also, when can I come in to make up the quiz?

Thank you for your help.

Closing

Paola Jimenez, 4th period English

Signature



Tone

It is easy to convey your tone through speech, but tone can get tricky in electronic communication.



Tone

Tone, your attitude toward the subject, is important. Electronic communication makes tone **difficult to convey and understand.**

When emailing teachers or superiors, always remain positive and academic.





Jone

You should avoid writing with sarcasm and humor at all times because they do not belong in an email for school or work.





Discourse

The way in which you talk and text with your friends might not be the best discourse for formal emails.



Discourse

This is **written** or **spoken** communication.

At school and in a business environment, a formal or academic discourse is expected; whereas a less formal discourse is more common at home and with friends.

Be mindful of your discourse.





Digital Footprint

Once you press SEND, your email is published forever. Be mindful of the digital footprint you leave behind.



Digital Footprint

In addition to every tweet, snap, gram, and vine you send off into the digital abyss, **EMAILS NEVER GO AWAY!**

Be cautious and mindful of your digital footprint.





Digital Footprint

Similarly, using email is a great digital record keeper!

Use email to help you keep a digital record of important messages.





Attachments

Wait....there's a difference between sending the content in the email and as an attachment?



Attachments

Before sending an attachment, make sure that it is in a universal format so that it can be opened easily.

Also, you will want to make sure that your teacher accepts attachments.





Poor Email Examples

What is wrong with these email examples? What changes do you need to make to improve them?

What's wrong?

New Message

To Mrs.Smith@School.com

Subject

i wont be @ class tmrw what r we doing & is their hmwk

YOU MIGHT NOTICE

- No subject line, salutation, closing, or signature
- Incorrect discourse (text-speak)
- Missing punctuation
- Grammatical errors

What's wrong?

New Message

To Mrs.Smith@School.com

Subject Lunch help

Hey

I don't understand the homework. Can I come in at lunch for help?

Thanks,
Saul Student

YOU MIGHT NOTICE

- Informal tone....your teacher's name is not "hey."

What's wrong?

New Message

To Mrs.Smith@School.com

Subject Missed class

Mrs. Smith,

I'm so sorry I missed 1st period today. I had so many probs this morning. My car wouldn't start and then I ran out of gas once it did finally start OMG and of course I didn't have any cash so my mom came and got me and took me out to brunch since my morning was so bad. Did I miss NEthing?

Sara Student

YOU MIGHT NOTICE

- Incorrect discourse (text-speak)
- Chatty, informal language
- Unnecessary information.
 - Simply apologize and ask what was missed.

What's wrong?

New Message

To Mrs.Smith@School.com

Subject heeeeeellllllpppppppppp

I don't understand the assignment ☹️ HEEELLPPP MMMEE!

YOU MIGHT NOTICE

- Vague subject line
- No salutation, closing or signature
- **DON'T YELL AT YOUR TEACHER**
- Emoticons and Emojis do not belong in formal or business writing.
- Vague content: which assignment?

What's wrong?

New Message

To Mrs.Smith@School.com

Subject Extension? 😊 Maybe...please

Hi Mrs. Smith,

You are the coolest and smartest teacher on campus, and you are my most favorite teacher I've ever had...like EVER! I've been struggling with my rhetorical analysis essay, so I was just wondering if I could have an extension.

Thank you in advance,
Your favorite student

YOU MIGHT NOTICE

- Informal subject line and content
- Too much flattery...get to the point
- You are “just wondering” about that extension, but you never ask for one. Make sure your purpose is clear.
- Don't assume the answer