



THE 5 RULES TO

E-MAIL ETIQUETTE



Keep it short

Easy to read, short and clear. Shrink sentences and list items. Save everyone's time by linking to the resources instead of leaving everyone to find them individually.



Reply to all

Always Reply to all by default. The most common mistake amongst teams is lack of communication. Check that everyone relevant is included. Carbon Copy those who don't need to take action.



Descriptive subject

The subject of an email describes its content and attachments in a short sentence.



Searchable emails

How will you be able to find this email after a month? Think about which keywords you would search and include them.



Keep it organized

If there is already a related email, reply to it. If it has a different subject create a new one.