EMAIL ETIQUETTES:->

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1. What significant milestone was hit October 2016?

--> Mobile took over the desktop for the first time.

2. Red flag- Financial Scandal.

3. Size of the File should be less than 5 MB.

--> Imp points:->

Only use the 'urgent' or 'high-priority' flag when you need someone to take immediate action to avoid dire consequences.

Use the cc field as an 'FYI' - when you're not expecting these recipients to take action.

Don't use cc to escalate performance issues to someone's manager or to make others feel less important than those named in the 'To' field. Both these uses could be construed as bullying.

Remember that someone who's bcc'd on an email might inadvertently reveal they were copied in by replying all - so it's probably better to forward your message to them instead.

When sending an attachment, consider size and file type. And do let the recipient know to expect the attachment.

An effective out of office reply should tell people exactly when you'll be away - and who people can contact in your absence.

To avoid post-send regret, always fill in the 'To' field last - and print and proofread your email before hitting send.

Greetings, sign-offs, signatures and subject lines: key points to remember

UK and US business culture tends to be relatively informal. For example, 'Hi James' would be more common than 'Dear Mr Jones'.

But if in doubt, err on the side of formality and take your cue from the other person.

'Best wishes' and 'Kind regards' are universally safe sign-offs.

Limit your signature to the information your reader needs if they want to contact you another way.

Subject lines should be short, information rich and front-loaded to make searching and sorting easy for your recipient.

When to email - and when not to: key points to remember

Avoid in the following in your email correspondence: writing in anger, negative comments about others, personal stuff, offensive and unprofessional language, private or confidential information and humour.

Discuss face-to-face instead if the issue is complex, personal or sensitive.

Pick up the phone instead if the matter is urgent or your researching something and want some 'colour'

80% of customers and 30% of colleagues expect a response within an hour.

Do consider work-life balance when deciding when to send emails - especially if your firm is proud of its diversity policy.

What to say and how to say it: key points to remember

Here's what you've learned so far:

When writing emails in English, keep things short, clear and direct.

Try the SCRAP formula for structuring your emails: situation, complication, resolution, action and politness.

Always observe the Rule of One: one request per email and one idea per sentence, paragraph etc.

Most people will be reading your emails on a mobile, so make them easy on your reader's eye. Avoid large blocks of dense text.