

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