

EMAIL CIVILITY

STOP! BEFORE SENDING ASK YOURSELF:

There are pros and cons to communicating via email. Generally, it's important to consider the RECIPIENT(s), SALUTATION, TONE, CONTENT and ATTACHMENTS when determining whether email is the correct medium for your message. Always begin by asking yourself: *WHAT'S THE PURPOSE OF SENDING THE EMAIL?* Next, reflect on the following questions to determine whether email is the appropriate format for the communication.

1. Am I sending the email to more people than those who need to read it?
2. Does the email contain confidential, personal, or sensitive information?
3. Does the email relate to a controversial issue?
4. Am I trying to explain something very complicated that would be better conveyed in another manner?
5. Am I trying to correct a misunderstanding?
6. Do I need to convey bad news? If so, would it be better to convey the bad news in person?
7. Am I using email to avoid talking with someone?
8. Am I feeling irritated, angry, hurt, confused, or defensive?
9. Am I using email to vent?

If you answer **“YES”** to any of these questions, **consider NOT USING EMAIL.** Schedule an in-person or phone meeting to convey your message.