

EMAIL ETIQUETTE PLEDGE

I PLEDGE TO:

- Write descriptive, meaningful subject lines**
- Get to the point in the first 2 sentences**
- Email or copy only those necessary**
- Use BCC when emailing a group that doesn't know each other**
- Reread and proof my message before sending**
- Use bullets, numbers, and give deadlines**
- Pick up the phone for a quick response**
- Clarify my expectations for being copied on others' emails**
- Use a professional standardized signature block**

I PLEDGE TO STOP:

- Overusing the high importance symbol (!)**
- Using Read Receipts unnecessarily**
- Copying my boss on all of my emails**
- Communicating sarcasm through emoticons**
- Sending one- or two- word emails**
- Sending emails after work hours**
- Writing long, rambling emails**
- TYPING IN ALL CAPS**
- Replying-to-all instead of just the original sender**
- Using text message abbreviations**