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Email is everywhere: It's a tool we use every day, it's a primary means of communication, and perhaps for you, it's a pain in the neck! But email is also unavoidable, and people and organizations thrive where email is used well. Here are three distinct best practices to help establish healthier email habits in your organization:

- 1. Define expectations.** A healthy email culture starts with healthy communication. When an organization promises customers a response by the next business day, for example, or makes it clear when employees should copy their supervisors, we see the foundations of a healthy email culture.
- 2. Change the subject line.** Often, the discussion topic shifts over the course of an email thread. When this happens, keep up with the conversation by updating the subject line in your inbox. You'll be able to quickly identify the contents of the email thread and stay current with the conversation, saving yourself valuable time and preventing confusion.
- 3. Forward emails with care.** When forwarding on a message, don't just hit send! Take care to recap any salient points made in the forwarded email using bullet points for clear, easy reading. You might also take the extra step to delete unnecessary signature blocks, confidentiality notices, etc. from the forwarded messages. Your recipient will appreciate you taking the time to clear away the noise and help them focus on the content that matters.

**A HEALTHY EMAIL CULTURE  
STARTS WITH HEALTHY . . .**



**COMMUNICATION**