

A HANDY GUIDE TO EMAIL ETIQUETTE

Some things to consider...



Subject Field

- Clear, direct subject line.
- Use the subject field with "End" to indicate that is the whole message. Possibly use FYI. e.g. 'FYI – Weekly Exec Paper Done. End' or 'FYI – Meeting ran over, heading back to office now. End'. Recipient can save their time and yours by not having to reply.

To CC or not to CC

- Use "To" if you are speaking to that person directly.
- Use "CC" if it is for information only.
- Do you need to "CC" the person in at all?

Reply All

- Are you addressing everyone or just one person?
- **Help reduce the burden of email by thinking before pressing "Reply All"**

The purpose of your email

- What response are you needing back?
- Do you need feedback?
- Are there any timelines?
- Are you able to give helpful action points?
- Keep it clear, brief and simple.
- Avoid long email trails. If you need to refer back to something 15 conversations ago, then attach the previous email and start afresh.
- Attach a helpful hyperlink to a file rather than repeating information in body of email.

Feedback

Let people know if:

- You don't need to be part of a distribution list.
- Somebody else should be on the list (to avoid you forwarding all the time)

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