



EMAIL RECOMMENDATIONS

COMMUNICATE VIA EMAIL EFFICIENTLY & EFFECTIVELY
USING OUR TIPS BELOW

The more people an email is going to, the more you should try to implement these guidelines.

BE PRECISE

Subjects w/ keywords: state the purpose and what to do with the email in the subject line.

Examples:

- ACTION: Communications Survey
- INFO: Project Updates
- REQUEST: Equipment Purchase

Note:

As the email chain continues, update the subject as needed.

Bottom Line Up Front (BLUF): briefly answer the top 5 W's (who, what, where, when, why) at the beginning of the email. The BLUF should answer the question: "how does this email affect me?" right away, every time.

Shorter is more effective: Enough said.

For more details, see: ["How to Write Email with Military Precision"](#) – HBR

STOP THE "RE:RE:RE"

TIP: Consider setting up a meeting or phone call after a certain amount of emails back & forth.

WHY: Resolve any misunderstandings from text and facilitate a better discussion. Also provides the opportunity to make sure everyone that needs to be involved in the conversation is included.

TO "TO:" OR NOT TO "TO:"

TIP: Before replying all, or adding new people to the email chain, make sure information included is relevant to them.

WHY: Review entire email thread for confidential or sensitive information before passing on to others. Make sure it's relevant to them so it's not unnecessarily clogging up someone's inbox. When adding someone, make sure enough context is included for them to provide input.

