

# Email Etiquette for a Professional Setting



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# WHAT IS E-MAIL ETIQUETTE?

## **Importance of Tone**

Using the right tone in emails is crucial to convey respect and professionalism in communication.

## **Clarity in Communication**

Clarity is essential for effective email communication, ensuring the recipient understands the message without confusion.

## **Respecting Time**

Being concise and to the point shows respect for the recipient's time and increases the chances of a prompt response.



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# IMPORTANCE OF PROPER E-MAIL ETIQUETTE

## **Maintaining Professionalism**

Proper e-mail etiquette is essential for maintaining a professional image in your communications with colleagues and clients.

## **Avoiding Misunderstandings**

Clear and respectful emails help to avoid misunderstandings and miscommunications in professional settings.

## **Building a Positive Image**

Adhering to e-mail etiquette builds a positive reputation and fosters strong professional relationships.

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# CRAFTING A PROFESSIONAL E-MAIL

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# RESPONDING TO E-MAIL PROMPTLY

## Respect and Professionalism

Responding quickly to e-mails shows respect for the sender's time and fosters a professional image.

## 24-Hour Response Goal

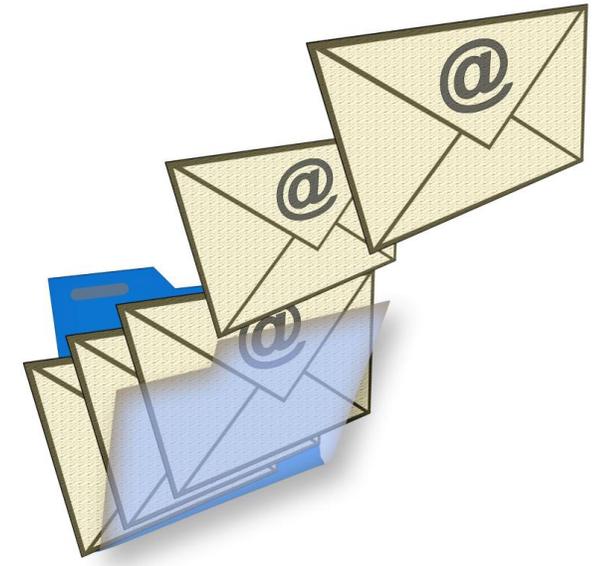
There's another 24-hour rule in email etiquette: Aim to respond to every email you receive within 24 hours. This rule extends to phone calls and other forms of communication. By responding promptly, you show the recipient you value their time.

## Use an auto-reply when you're away

Before you leave for vacation, set up your email autoresponder. This is an automatic response to every email you receive that lets the sender know you're away and unable to read emails. In your auto-response, mention the dates you will be out of the office and a colleague whom the sender may contact with urgent matters.

## Acknowledgment of Receipt

If unable to provide a detailed response immediately, acknowledge receipt to keep sender informed.



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# E-MAIL ETIQUETTE TIPS FOR THE PROFESSIONAL AND EDUCATIONAL SETTING

## Write detailed subject lines

A good subject line is a preview of the email. Instead of a vague subject line like “Hello” or “Checking in,” address your message directly. This way, the recipient immediately knows what the email is about and can respond appropriately.

## Include a greeting

Start every email with an appropriate greeting. Examples of appropriate email greetings include these:

Dear [recipient’s name],

Hello [recipient’s name],

## Proofread, proofread, proofread

Nothing undermines your professionalism like a grammar mistake or misspelling the recipient’s name. Before you send an email, [proofread](#) it carefully or use Grammarly to ensure it’s free of grammar, spelling, and punctuation mistakes. Double-check that all the details, for accuracy.

*These are social guidelines that govern polite, productive, email communication.*



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### **Write to your audience**

Although every email recipient should be treated with respect and consideration, you may need to adjust your language and level of detail according to whom you're emailing. For example, when emailing a colleague, you can use the same jargon and insider lingo you use in meetings. However, someone outside your organization may not know this terminology, so it's best to stick to plain language they'll understand. Similarly, while you can often use familiar language with your classmates and coworkers, maintain a professional tone with professors, administrators, and company higher-ups.

### **Write your email before entering the recipient's email address**

It is always best practice to write the contents of your email first in case you accidentally send the message too early.

### **Use punctuation correctly and appropriately**

You've undoubtedly received emails that contain too many exclamation points or ellipses that give the message an ominous vibe. Their writers probably didn't mean to come across as overexcited or foreboding, but nonetheless, their punctuation conveyed these moods.

In emails, follow the same punctuation rules you'd follow in any other piece of professional writing. Save exclamation points for the rare instances that warrant them, end sentences with periods, and before you hit send, double-check for punctuation mistakes.

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### **Be careful with emoji**

Similarly, it's generally best to stay away from using emojis in professional emails. In certain cases, an emoji may be appropriate, such as the clapping hands emoji to celebrate a team success. When it comes to emoji in workplace emails, follow your manager's lead to determine whether emoji are appropriate, and if so, which ones.

### **Describe any email attachments**

If you have an attachment to share, explain to the recipient what it is and how you'd like them to interact with it—by reading, commenting, signing, etc. Sending an attachment without a description could leave the recipient puzzled—or even suspicious of a phishing attempt.

### **Reiterate in-person and phone conversations**

After an in-person meeting or phone conversation, it's often helpful to send a follow-up email that reiterates the topics you discussed. This achieves a few goals:

It keeps your discussion top-of-mind for all individuals involved.

It creates a “paper trail” you can reference in future discussions.

It can prevent misunderstandings and miscommunication by giving participants the opportunity to ask questions or clarify their statements.

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### **Don't send anything you wouldn't want read aloud**

When you're upset, it's easy to let your emotions color your writing. It can also be tempting to share a juicy piece of office gossip with your work friends. But remember that email is never private. Anything you send in an email can be intercepted, screenshotted, downloaded, or printed—so make sure every email you send is appropriate to share.

### **Use standard fonts and formatting**

There are a lot of great ways to make your emails memorable. Comic Sans isn't one of them. Stick to a standard font—such as Arial, Helvetica, or Times New Roman. These fonts communicate professionalism, and you can trust they'll appear correctly in any browser or on any device.

Most professional emails follow the same format:

Greeting

Opening section

One or two body sections

Closing section

Sign-off

When someone receives an email in an unexpected format, it can be confusing. The sender's message can also get lost in the formatting. Stick to a standard, predictable format to ensure your message is understood.

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# E-MAIL ETIQUETTE TIPS FOR THE PROFESSIONAL AND EDUCATIONAL SETTING

## Be concise

Conciseness is a key tenet of all professional communication. Don't waste the recipient's time with extraneous details or pack multiple conversations into one email. Keep it focused so they can read it quickly and respond if necessary.

## Be comprehensive

That said, don't skimp on necessary information to keep your email concise. An important part of conciseness is mentioning every relevant piece of information in a single email. As you proofread your email, read carefully to make sure you didn't leave out any important information. Having to send a second email to mention details you forgot to include in the first can be awkward and embarrassing. It can also come across as unprofessional.

## Include a sign-off

Your email should start with an appropriate greeting and end with an appropriate sign-off. Professional email sign-offs include these:

Regards,  
Best,  
Sincerely,  
Thanks,  
Cheers,

After the sign-off, include your name, or you can create an automatic signature in your email settings.



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# Using CC and BCC Correctly

## Understanding CC

CC stands for carbon copy and is used to send a copy of an email to additional recipients, promoting transparency.

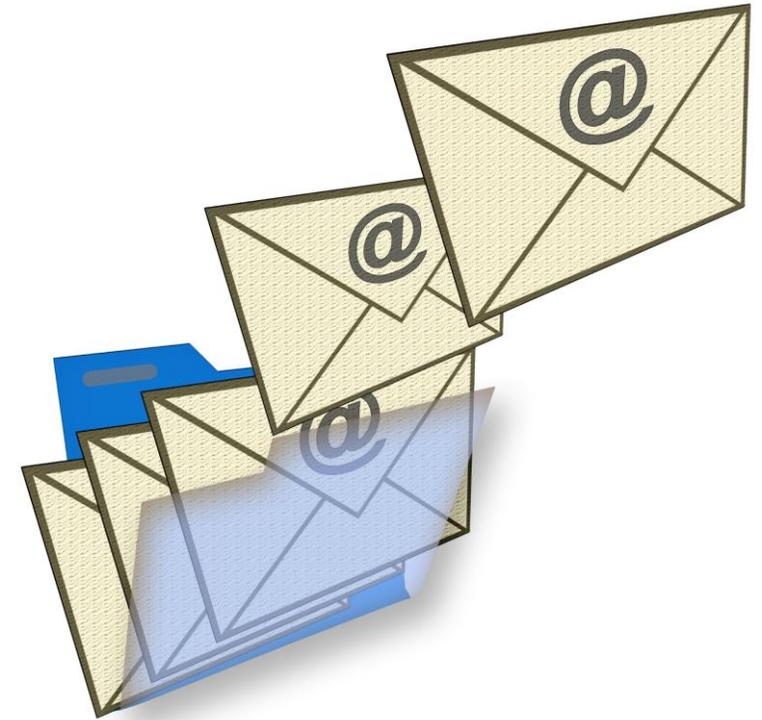
## Understanding BCC

BCC stands for blind carbon copy and is used to send emails without revealing recipient addresses to each other, protecting privacy.

They also can't email each other through reply-all, which makes bcc a handy tool for avoiding cluttered inboxes.

## When to Use CC and BCC

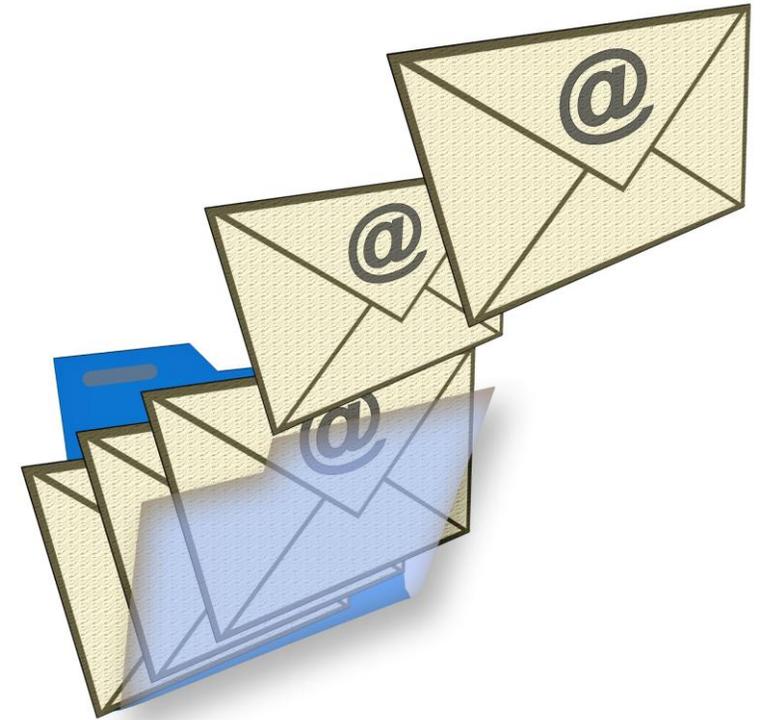
Use CC for open communication and BCC for large groups where recipient privacy is necessary.



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# WHEN TO USE - REPLY ALL

- When multiple people are copied on an email, you can hit reply-all to send your response to all of them.
- Do not hit reply-all unless there's a reason to do this, such as sharing critical information they all need to know.
- Reply to the email's sender individually so you don't spam others' inboxes with a conversation that doesn't directly involve them. Unless the entire group needs the information, it is **best to use reply all sparingly.**



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# AVOIDING COMMON PITFALLS

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# HANDLING SENSITIVE INFORMATION

## Caution in Sharing Information

Always be cautious about the information shared via email, as sensitive data can easily be compromised.

## Authorized Recipients

Ensure that only authorized recipients are allowed to access sensitive information to prevent unauthorized breaches.



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# RECOGNIZING AND AVOIDING SPAM

## Identifying Spam

Be vigilant about recognizing spam emails and phishing attempts to protect your personal information.

## Do Not Respond

Avoid responding to suspicious emails to prevent potential phishing scams and data breaches.

## Report Suspicious Emails

Always report suspicious emails to: [reportaphish@lbcc.edu](mailto:reportaphish@lbcc.edu), for further investigation.



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# DEALING WITH MISCOMMUNICATION



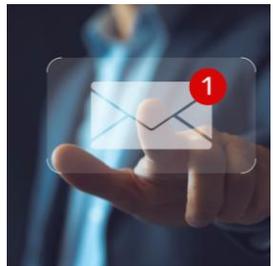
## Causes of Miscommunication

Miscommunication often arises from unclear messages or assumptions. Recognizing these causes is vital to addressing communication issues.



## Importance of Clarification

When confusion occurs, it is important to clarify your message. This ensures that both parties have a mutual understanding.



## Follow-Up Strategies

Following up after conversations can help to confirm understanding and prevent miscommunication in the future.

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# CONCLUSION

## Importance of Email Etiquette

Mastering email etiquette is crucial for effective professional communication and helps convey professionalism.

## Enhancing Communication Skills

Following email guidelines enhances your communication skills, enabling clearer and more concise messages.

## Fostering Positive Relationships

Effective email communication fosters positive relationships in the workplace, contributing to a collaborative environment.



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