

## **Top Ten Tips for Appropriate Electronic Etiquette**

By: Raleigh Mayer/MK [Coaching/Raleigh@mkcoaching.com](mailto:Coaching/Raleigh@mkcoaching.com)

- 1) Proofread every e-mail that could influence your reputation.**
- 2) Make subject lines precise and strategic: If you've been referred, put referral's name there.**
- 3) Use great discretion with the "cc" option: Suppress addresses for any large group distributions.**
- 4) Keep all content as brief as possible: Remember many people read e-mails on PDAs (Blackberries).**
- 5) Unless you have an ongoing, informal correspondence, use greetings and closings for courtesy.**
- 6) For new or occasional contacts, include a pleasantry (Hope all's well", "Have a good vacation").**
- 7) Use a complete, professional signature with all contact information, including full electronic address.**
- 8) If you are sending an attachment, attach it before composing message, so you won't forget.**
- 9) For an important e-mail to boss or client, leave a recipient line empty until you have proofread message.**
- 10) Do not indulge in inspirational mottos, chain mail, or joke distributions: They are all unprofessional.**
- 11) When in doubt, call, visit, or get a second opinion on your message. Never e-mail harsh words or bad news.**