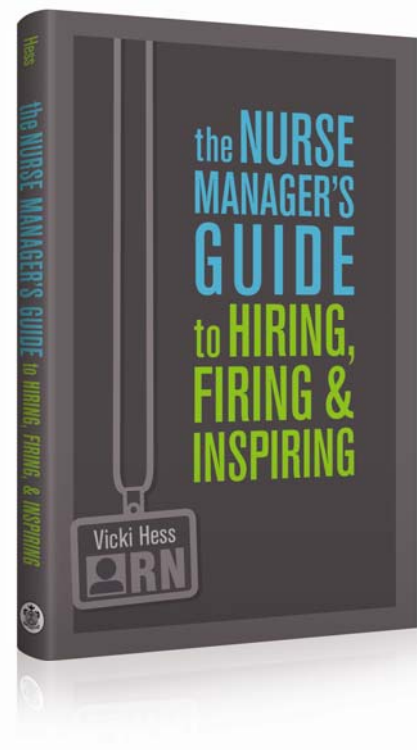
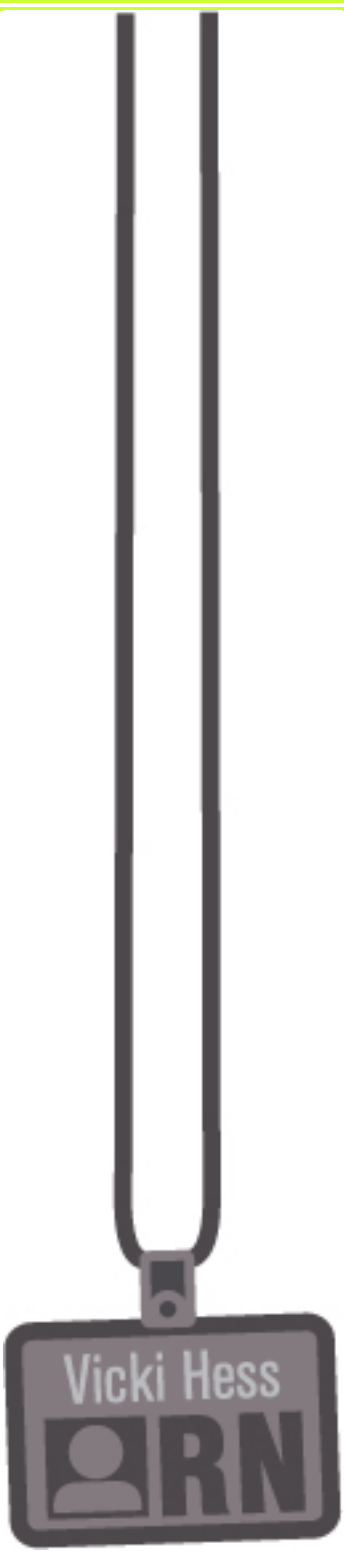


TIMESAVER TOOL

CHAPTER 9

EMAIL RULES OF THUMB





EMAIL RULES OF THUMB

To ensure that your email is most effective, follow these rules of thumb:

- Use a relevant subject line. If the subject of the email chain has changed – change the subject line to reflect that update.
- Start with an appropriate greeting – it doesn't take that long to begin with "good morning" or something similar.
- Keep the message short and sweet – if you're working on the second page, you should probably create a more permanent document and attach the file.
- Articulate next steps at the end of the email and who is responsible.
- Answer all emails – even if it's just to say, "Got it" or "I'll get back to you." Don't leave people wondering if you are there or not.
- Include an email signature with all your contact information.
- Copy only the people who are relevant to the conversation. You do not want to be that person who is always covering your bases and causing email "pollution".
- Only forward emails to those who need the information.



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