ONS Orthopaedic &
Neurosurgery
Specialists

Category: Information Technology	
Policy: **Email Etiquette**	
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Following are some guidelines designed to help you avoid common mistakes people make when using email, for instance, offending someone when you don't mean to or pestering them with too many messages.

1. Take another look before you send a message

Look twice, send once, and avoid embarrassing emails that have the wrong text or go to the wrong recipient (or, aghast, recipients) before you click Send.

2. Do not default to "reply all"

"Reply All" only if the reply is really important to all the recipients.

3. Keep Emails Short

Write only what is necessary and appropriate. It is more important for business emails to be concise. For clarity, fewer and simpler words are better.

If you are writing a large email:

- Break your message into bullet points.
- Begin each point with a concise summary of the action you want to take.
- Make sure important information is not hidden in your message or any bullet point.
- Provide one action per message.
- Do not lump together anything you need or want to tell a recipient into one message. This will make it easier for the recipient to get their email handled and the necessary actions completed.

4. Write Good Email Subject Lines

Be as concise as possible and label the email so the recipient knows at a glance the point of your message.

5. Let People Know Their Email Has Been Received

Did the spam filter eat the message? Spare others this nagging question and let them know you got their email.

6. Punctuation Matters; in Emails Too

Comma, colon, hyphen and semicolon—all exist for a reason: they make it easier to understand the intended meaning of a sentence. Don't make life more difficult and possibly less interesting for the recipients of your emails. Pay some attention to punctuation.

7. Writing in All Caps is Like Shouting

Do not shout in your emails more than you mean to. Text set in all capital letters is also difficult to read.

8. In Doubt, End Emails with "Thanks"

If you don't know how to say good-bye at the end of an email, there's one thing that will almost always be appropriate, "Thanks"

9. Avoid "Me Too" Messages

"Me too" is not enough content, but it is too much annoyance.

10. Don't send emails addressed to the ONS "Everyone" address.

To avoid receiving irrelevant emails, only certain ONS staff members are able to send emails to Everyone@ONS. Others will require authorization from assigned approvers once the email has been reviewed.