

## 16 Tips for Using E-mail at Your New Job

1. Do not use your employer's e-mail address for anything other than work-related correspondence.
2. Read e-mail carefully so that you can respond appropriately.
3. Don't send confidential material by e-mail.
4. Use a subject line that reflects what your message is about.
5. Don't use abbreviations or text-message jargon (BTW, LOL, or smiley faces, and so forth) in your e-mail.
6. Use a brief greeting as you might in a letter (Dear John, Good morning Mrs. Smith). Include a closing (Sincerely, Yours, Thanks).
7. Use spell check and reread your message before sending.
8. Respond to e-mail promptly.
9. Use typefaces and colors that are appropriate to your workplace. Ask if your office has a style that you should follow.
10. If you find you are e-mailing back and forth several times, pick up the phone to settle the issue.
11. If you forward a message, remove the FW from the subject line.
12. Change the subject line if the topic of the e-mail changes.
13. Do not share other people's e-mail addresses.
14. Be careful using "reply all." Consider whether it is necessary that everyone sees your reply.
15. Do not forward other people's messages without permission.
16. Watch the tone of your e-mail. Remember, the person receiving the e-mail can't see your body language.

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