



Clear Email Communications

Complete

6

- Re-read it:
- Are all details included?
- Action steps clearly stated?
- Dates/deadlines given?
- Grammar/spelling correct?

Courteous

1

- Make a personal connection
- Hi, Hello, Dear...
- I hope you're well
- Thank you for...
- Request, don't demand

Concise

5

- Review and correct
- Keep it short & to-the-point
- Use paragraphs & spacing to separate ideas or requests



Concrete

2

- State purpose of email
- Bullet point the facts
- Be precise
- Provide details

Considerate

4

- Put yourself in their shoes
- Does your email sound rude?

Clear

3

- Stay on topic
- State actions needed
- Highlight critical points

BE HEARD. GET RESULTS.

Anatomy of a Good Email

Be concise. Be courteous. Get results.

TPS Training tomorrow at 1:30pm



From Joe Smith <joe.smith@awesomewidgets.com>

To John Miller



Mon 10/14/2019 1:05pm

concise, informative subject

Hi, John:

courteous greeting

I'm looking forward to sitting down with you tomorrow at 1:30pm in my office to teach you how to read our TPS reports. Please bring the following items to our meeting:

complete meeting details

- Your TPS report from last week;
- the most current widgets analysis spreadsheet; and
- a list of any questions you want to ask.

required action steps clearly stated with bullet points and spacing

I expect our meeting to last approximately two hours. Since this is such an important topic requiring our full attention, please make sure you plan accordingly.

Thank you,
Joe

courteous closing

Reviewed for:

✔ spelling

✔ clarity

✔ grammar

✔ completeness