



# 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