

Email Communications Skills

A Checklist

To whom are you sending this email?

Friend Professor Project team Parent Other: _____

How did you copy others who are receiving the email?

Included in *To* line *Cc* (Carbon Copied) *Bcc* (Blind Carbon Copied)

Did you include the names of the people copied on the message at the end of the email?

Yes No

If replying to a message, did you include the old message?

Yes, at the bottom Yes, with my responses between inserted into the old message No, did not include it

Why are you writing this email?

Fun Request information Request favor Request action Provide information Other: _____

Which best describes your subject line?

Specific Short Funny Missing Informative

How did you address the recipient?

Formal (name and title) Informal (first name) Did not address the recipient

Did you highlight for the recipient any of the following?

Actions required based on the email message
 Request for a responding email message
 When the action is requested (for instance, a reply message)

Did you use any of the following to emphasize important points?

Numbered list Bullet list Bold Italics

Did you avoid the following?

Extraneous information Sarcasm Questionable jokes Idioms Slang Jargon
 Acronyms that are not spelled out the first time Text message acronyms (for example, LOL or IMHO)

How long is your email?

Short (one paragraph) Medium (2-3 paragraphs) Long (requires scrolling)

Does your "signature" include the following?

Full name Email address for reply messages Alternative email address Phone number

If you attached a file, did you do any of the following?

Tell the recipient that a file is attached
 Tell the recipient the type and format of the file (for example, Microsoft Word file)
 Request that the recipient let you know if they have troubles with the file

Did you...

review the message two times to make sure that it clearly and succinctly says what you intended?
 review the message two times to make sure that it is well written (grammar, spelling, punctuation, polite, etc.)?
 spell-check the message?
 ask a friend to read it over as well?
 double check the recipients to ensure that it is being sent to the correct people?