Our Email Etiquette

1. **Make sure that an email is best option?**

   Sometimes it's quicker and more efficient just to pick up the phone, use Teams or Google chats – or perhaps better still, to have a face-to-face chat. You can get across your exact needs more easily… and maybe avoid creating a monster in the form of an endless email trail!

2. **If you send an email at a time when the recipients are unlikely to be working, make it clear that you don't expect a reply right away.**

   All emails from managers should have the following footer:

   Work/life balance is important to me and to Dv8, so we work flexibly. If you get this email outside your working hours, please don't feel the need to respond until your working day starts again. Thanks.

3. **Don't overuse the 'reply to all' button.**

   Much of the stress surrounding emails is about the sheer quantity we have to work through, rather than their content. Think carefully about which recipients need to see your response.

4. **Always give some thought to tone of voice.**

   In written language, a light-hearted comment can appear more serious than it's meant to. We've all encountered that person who comes across as a dragon via email, but a pussy cat in real life. Using emojis can help to 'defuse' your communication, but if in doubt, pick up the phone or use Teams!

5. **Don't rely on the email trail to do your talking for you.**

   Working back through an endless email trail to work out what's actually needed is a major cause of frustration – especially amongst people who already have a heavy workload. It's better to summarise the 'backstory' yourself and relate it to what the recipient needs to do.

6. **Consider who needs to be 'cc'ed.**

   Including people who aren't directly involved in the matter in hand doesn't just create more work for the person who is being included in the communication. It can also contribute to the development of a 'blame culture', if that person is a senior manager. An implicit threat of 'you'd better do this, because the boss knows I've asked you to' can only increase stress.

7. **Use clear headings.**

Much as we'd like to believe that our emails are read and actioned immediately because our name is on them, a clear indication of the subject matter helps the recipient to action emails in order of urgency. Why not use the subject line to make it clear what the reader needs to do? If your email is just for information, say so. If it's a request for action, make it clear from the start.

8. **'Out of office' can be a useful white lie.**

Activating an 'out of office message' to catch up on a backlog of emails can buy the breathing space that makes the difference between a weekend of anxiety and one spent happily recharging the batteries.