

What Not to Say in Emails



Email can be a lifesaver to communicate effectively in business. You are able to CC messages, attach important files, and keep record of communication.

However, it is important to know how to craft an appropriate email. Emails are best used to communicate facts, such as meeting times. Learn what to avoid in an email so your business can maintain effective communication.

Blame

Nobody likes to hear that they did something wrong. Email does not allow you to have an effective conversation about the situation. Discuss the issue in person. You will be provided the opportunity to explain how to perform the task correctly.

Disagreements

Everyone makes mistakes but it's difficult to own up to them at work. We may not want to ruin our professional reputation, hurt our relationship with our boss, or feel like we failed. We should always take responsibility when we are at fault. However, if we are not to blame, we should not be held responsible for a colleague's mistake.

Do not alert your boss over email if this occurs. Schedule a meeting and explain the situation in person. You are more likely to be taken seriously.

Lengthy Explanations

Emails are not novels. They should be condensed to explain factual points,

scheduling, and status updates. Wait to tell your long story until you are in person. Your co-workers are likely to get lost in a long email.

Emotional Reactions

Leave emotions out of emails – good and bad! An email diminishes the importance of emotional information. Emails are for facts.

“...if you’ve got great news that will get everyone stoked up, it will be more effective and create more positive energy if you deliver it in person. A group meeting to announce a big sales win, for example, is like an instant celebration. By contrast, an email announcing the same win seems a bit like an afterthought. Similarly, if you’ve got bad news or criticism, it will be better received, and more likely to be helpful, if it’s delivered in person. If you use email, it will seem like you don’t care or that you’re cowardly.” -Geoffrey James, INC.

A Resignation

You should leave on a good note when you quit a job. If you don’t, your behavior could affect future job opportunities. Quitting a job may feel awkward. However, it pays off to quit professionally.

Do not quit your job over email. Eventually, you will have to meet your employer to sign paperwork anyway.

Appropriate Method to Quit a Job

- Request a Meeting with Your Boss
- Explain Your Reasons for Leaving
- Provide a Letter of Resignation
- Allow Two Weeks Before Leaving the Position

Informalities

Professional emails should be polished and formal. Use correct grammar, punctuation, and avoid the emoji’s! Your emails should not read like a text. You

are writing to another professional- not a friend.

Professional Language Tips

- Start with a greeting: For example, **Dear Katie** or **Hi Katie** for more casual relationships.
- State your purpose: For example, **I am writing in reference to....**
- Add your closing remarks: Thank your reader. **Thank you for your patience and cooperation** or **Thank you for your consideration** and then follow up with, **If you have any questions or concerns, don't hesitate to let me know** and **I look forward to hearing from you.**
- End with a closing: Include an appropriate closing with your name. For example, **Best Regards** or **Thank you.**