



# A&S Email Communication Guidelines

Effective workplace communication is required for faculty, staff, and administrators to interact, internally and externally, to reach organizational goals. Its purpose is to convey information, improve organizational practices, and reduce misunderstandings and errors. Below are some of the ways you can help facilitate smooth communication at work:

<b>ABC</b>	Always be courteous. Professional communication should be polite and use proper email and phone etiquette.
<b>WHO'S THERE?</b>	Designate a single point of contact for each functional area of responsibility. Make sure to create an auto-reply or forwarding rule if you are out of the office, so people don't feel ignored in your absence.
<b>DON'T LEAVE THEM HANGING</b>	Respond within one day, even if only to say that you received the message and will respond more thoroughly at a later time.
<b>FIND YOUR VOICE</b>	Pay particular attention to how your email might be heard. If you are unsure how your communication might be received, ask a colleague for feedback before sending it.
<b>WHO'S IN THE LOOP?</b>	Be aware of to whom you are copying or forwarding emails. Avoid sharing information that was intended for your eyes only. Copy supervisors when they should be kept informed, but consider if doing so unnecessarily creates a passive-aggressive subtext.
<b>I CAN SEE CLEARLY NOW</b>	Take time to format your emails and business letters for readability with these tips: <ul style="list-style-type: none"><li>• Capture attention and articulate why you are writing in the first few sentences.</li><li>• Use bullet points.</li><li>• Focus on just one issue at a time.</li><li>• Use a descriptive and specific subject line whenever possible.</li><li>• Break up paragraphs.</li><li>• If there is a call to action, make sure it stands out.</li><li>• Use an email signature that includes your title, office location, and phone number.</li></ul>
<b>GIVE 'EM A BREAK</b>	Please be considerate when emailing outside of office hours. We should respect each other's need for work-life balance. If something is urgent, mark your email "High Importance" and try to alert the person by other means, with discretion.