



Kin Canada Education Session

E-mail Etiquette

Confidentiality

- Disclaimers
- Confidential



Best Practices

- 24 Hour rule
- Saving your drafts
- Is e-mail best to achieve results
- Clear subject line



Best Practices

- Attachments
- Important points
- Keep messages short
- Send messages only to those who need the information



Best Practices

- Chain e-mails
- Advise when a reply is required
- Attachment titles
- What does cc'd indicate?



Best Practices

- Send to all
- Immediate response
- UPPERCASE
- Alternative communication methods



E-mail Pitfalls

- Thinking you are anonymous
- Sending an email to the wrong person
- Clicking send to fast
- Forgetting the attachment
- Not “filing” your emails

