



# Emails

## Communication guidelines

Keep the **distribution list** as small as possible.

Use the **subject field to indicate content and purpose**. Use **keywords** to make emails easy to find.

Subject Feedback required: Project update

**Try to not send emails outside of working hours.** It can pressure employees to also work outside of working hours. This rule does not apply if you are travelling (different time zone).



Adress the emails properly:  
**To:** people from whom you expect some action or an answer  
**Cc:** people you want to inform, but from whom you do not expect any action  
**Bcc:** do not use, with the exception of bulk mailing where the mailing list is not visible to the recipients

To

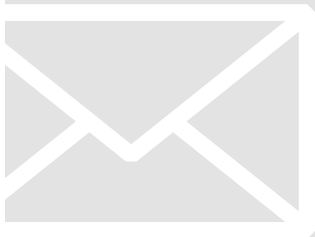
Cc

Keep the content **short and clear**.

Sender



Recipient



Schedule **a time to process emails**. Plan fixed times in your daily routine.



**Respond to all questions.** Give a short, yet substantial and informative answer.

Make a note of any deadlines and **be organized**. Use flags or copy and paste the item into your calendar or send it to OneNote as a task



**Minimize disruptions.** Do not let emails interrupt your workflow.

Notifications

Off

**Reply all:** be careful - is this really needed?

Reply All