The Great Email Etiquette Re-set

The Do's and Don'ts of E-mailing at Work

More than a quarter of adults have landed themselves in hot water after sending a 'strongly worded' email.

And for those that fail to take appropriate cautions, 22% have received a telling off from the boss, with a tenth being forced to write an apology.

The survey commissioned by Mailbird to help remind workers of email etiquette is timely with so many of us skewing the boundaries of work and home life by working from home.

Gripes from email recipients include 'text speak' (30%) and senders using 'reply all' when the email is only needs to be sent to one person (40%).

Furthermore, a third find themselves becoming irritated when people forget to attach things they've mentioned in the body of the email.

But topping the list of annoyances is an email which hasn't been proofread before being sent out.

Almost half (45%) say they have received a message with their name spelled incorrectly with senders composing four or five e-mails with the incorrect spelling before correcting themselves.

65% blame sending messages in a rush, while 31% cite the volume of emails workers now must deal with as the root cause of the issue.

However, 22% admit they are far too lazy to properly proofread and 17% say 'emails written in the heat of the moment' are the reason for saying things they simply don't mean.

And although a fifth confirm they would never dream of using emojis in work e-mails, 1 in 10 admit to relaxing their tone of voice with co-workers within the first week of starting a new job.

TOP 40 'BEST PRACTISE' RULES WHEN IT COMES TO EMAIL:

1. Proofread your email

2. Read the email carefully before responding

3. Check you've attached your documents

4. Double-check who you are sending the email to

5. Check your punctuation/ grammar

6. Make sure you've spelt the recipient's name correctly

7. Don't put 'kisses'

8. Don't use 'text speak'

9. Don't hit 'reply all' unless everyone needs to know

10. Don't hit send when you're emotional

11. Don't use acronyms like 'TYVM' instead of 'thank you very much'

12. Remove people who SHOULD NOT see your email from the CC: field

13. Don't use capitals to get your point across

14. Pause a minute or two before sending heated emails

15. Don't use slang

16. Don't send confidential information

17. Don't gossip

18. Keep paragraphs short for easy reading

19. Don't use emojis

20. Don't forget to CC everyone that needs to be included

21. Know when NOT to send an email, such as making a phone call instead

22. Don't flirt with someone

23. Don't use GIFs

24. Don't say anything you wouldn't say to someone's face – such as making a complaint

25. Don't include sarcasm

26. Include an email signature

27. Reply within 24 working hours

28. Don't forget to close the conversation, such as 'Let me know if you have any questions'

29. Don't use 'hi' or 'hey' but say 'Good morning' or 'Hello'

30. Don't over-use exclamation marks

31. Don't send emails outside of working hours

32. Don't be too blunt/ to the point

33. Make sure you introduce yourself

34. Don't email co-workers about personal things, like weekend plans

35. Always start with 'Hope you're well' or similar

Available for interview on Thursday 29th June 2022

Nicole Stevens from Mailbird (08:00-13:00)

To book an interview, contact Shout! Communications;
carl@shoutcommunications.co.uk

Notes to editors

OnePoll survey of 2,000 professionals who use emails for work.

Mailbird is a **simple, yet powerful** desktop email client that helps you manage multiple email accounts. It allows you to easily connect Gmail, Yahoo Mail, Office 365, and other social and productivity apps **into one application. Visit getmailbird.com for your free trial and up to 75%off.**