



Ten Tips to Avoiding Emails Gone Wrong

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I try to be self-aware, and as I have spent several years consulting arena, it has become clear to me that I and all professionals need help in the arena of effectively communicating via e-mail. It is necessary to send emails that need to be sent and take control of your email inbox.

In taking a long hard look in the mirror, I have come up with advice that I hope will help you from sending e-mails that just do not need to be sent, and help you keep unproductive e-mails out of your inbox.

In terms of sending e-mails, before you hit send ask yourself the following questions:

- ✦ What is the purpose of this e-mail I am sending?
- ✦ What action do I want to result from the recipient(s) in reading this e-mail?
- ✦ Who is copied on this e-mail and why? Does everyone need it, or I am just doing a CMA (covering my own ...)?
- ✦ Can I convey what I need to get across more succinctly?
- ✦ Is a phone call better than sending this e-mail? If you know an e-mail would evoke an emotional reaction then I can answer this for you, yes.

In terms of receiving e-mails, take control of the frequency of email inbox:

- ✦ Let your work colleagues know your tolerance for e-mails. If you do not like to communicate via e-mail let others know (tell them face to face) and/or let them know when you expect a call or visit as opposed to an e-mail.
- ✦ Let your suppliers/vendors know your tolerance for e-mails. If you do not like to communicate via e-mail let others know (tell them face to face) and/or let them know when you expect a call or visit as opposed to an e-mail.
- ✦ Understand your e-mail spam filter, and work with IT staff to get it set right, do not accept getting 10 e-mails every day that reduce your productivity at work.
- ✦ Manage what you subscribe to when doing business on the internet. You may need to sign up to get something, but the first time you get an e-mail from them, unsubscribe (take the time before e-mails from this party annoys you).
- ✦ Have ZERO unread e-mails at the end of each business day. If you can tell you do not need an e-mail by reading the title or from the sender, then delete the e-mail.

If you want to learn more about how to avoid the pitfalls of communication gone wrong visit The Finance Collective's [Communication Resource Area](#).