**EMAIL CIVILITY**

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| **TOP 10 *CIVIL* USES OF EMAIL** | **TOP 10 *UNCIVIL* USES OF EMAIL** |
| 1. Assuring that everyone knows about appointments & meetings | 1. Sending to too many people, or the wrong people |
| 1. Encouraging broad input | 1. When brainstorming or in-depth collaboration is needed |
| 1. Staying in touch when people are separated by time & space | 1. Attempting to convey delicate or sensitive messages |
| 1. Allowing people time to reflect before responding to a query | 1. Forwarding messages without explicit or implicit permission |
| 1. Assuring timely communication | 1. Overuse of priority flags, and receipt confirmations |
| 1. When there is a need to reach a large audience | 1. As a way of avoiding face-to-face interaction |
| 1. Conveying factual information, data, and attachments to everyone who needs to know | 1. As a substitute for staff meetings |
| 1. Making filing and retrieval of information easier | 1. Spamming – broadcasting what recipients may view as junk mail |
| 1. Supporting flexible work arrangements, including telecommuting | 1. Flaming – attacking with sarcasm & public criticism |
| 1. Encouraging the development of online communities | 10. When in conflict with the person you’re addressing |