

# EFFECTIVE E-MAILS

Hiya

id like a meeting with u to talk about my cse work reslt next week is ok for me on monday im free at 10 or 2.  
look 4wood to hearing from u

J Smith 00876000

If you think the E-mail above is an exaggeration you would, unfortunately, be wrong.

## First Impressions

The way you write to another person is important, whether it be in a letter, fax, or E-mail. The reader forms a first impression of you from the tone, structure, spelling, punctuation, and clarity of your text. If you write in a rude, abrupt, or illiterate way, then that is the impression they gain of you.

## Effective E-mails

### Right Tone

The reader cannot hear and see you; all they have are your words on the screen.

You need then to think about the emotional impact your words will have on the recipient. If you are, for example, asking something of them, do your words project the tone '*polite request*' to the reader – or the opposite?

If you are writing an E-mail to someone you do not know, then start with a formal salutation, e.g. 'Dear Prof/Dr/Mr/Ms', until you know them better.

Do not send an 'angry' E-mail. Cool down, reflect, and re-think. You may regret words written and sent in the heat of the moment.

### Clarity

People in responsible positions receive over 30 E-mails a day. To encourage them to read yours, state the topic clearly and succinctly in the subject line, e.g. '*Request for an appointment*'.

In the first line of text state the point and purpose of writing.

Keep sections of writing short, and have a space between sections.

Your E-mail should prompt some action from the recipient. State clearly, but reasonably, what you hope that action will be, and the time scale involved.

Make sure you include your full name and UB number at some point, and include the title of the module in question, if relevant.

### Precision

In a formal E-mail do not use abbreviations; it is not a text message.

Write proper sentences, and ensure these are correctly spelt and punctuated. Check it before you send it.

It can help the recipient if you state your gender with your name, e.g. Mr; Ms.

Think precisely: what point do you want to make; what action or response would you like, or is acceptable to you?

So, applying these principles to the E-mail example, overleaf, it would look like this:

Dear Dr Jones

I would like to arrange a meeting with you to discuss my coursework for the xyz module. I was disappointed with my result and would like to learn more about the issues you raised in the feedback, to help me avoid the same problems in the future.

I have free periods next Monday, 14th, at 10am or 2pm, or Wednesday (16th) after 12pm, or Thursday, 17th, between 10am -12pm. Look forward to hearing from you with confirmation as to which of these times is most convenient for you. If none of these is possible for you, I would be grateful if you could suggest some other times. Thank you. Regards.

(Mr) John Smith UB 00876000