![MC900090270[1]]()**E-mail Etiquette**

It is amazing that, in this day and age, some individuals and organizations have still not realized how important their email communications are. Many email replies are sent late or not at all, or the replies do not actually answer the questions that were asked.

If you are able to handle email professionally, this will provide you with an all important competitive edge.

Your task . . . what is email etiquette and what does it mean to handle email professionally? Conduct some research to find out and prepare a short, creative document that explains this topic.

**Instructions:**

1. Conduct research to find out about email etiquette and handling email in a professional manner.
	* Copy/paste, type, or print the information you intend to use
2. The information you use on your document should include, but is not limited to the following:
	* What is email etiquette?
	* Why is email etiquette important?
	* What are the most important rules or guidelines to follow when using email to communicate?
	* Is there a difference between guidelines for personal email and business email use?
	* Are there problems that arise when people do not follow email etiquette?
	* Is there information that should NOT be sent via email?
	* What special issues apply to sending, replying, and forwarding messages?
	* Is there anything special to know about email attachments?
	* Why is the use of a subject line important?
	* What is CC and BCC and is there anything special about it that I should know?
	* What does Return Receipt mean and what is its appropriate use?
3. Prepare a professional but creative document that would educate others about the topic.
	* Document ideas include: brochure, flyer, or a short newsletter
	* Use fonts, colors, and other design elements (borders, shapes, etc.) to enhance the effectiveness of the document
	* Add graphics and other visual elements to create visual appeal and enhance the meaning of your information
4. Place your name on the document, save, print, and turn it in.
5. In addition to printing the document, send a copy of it (attach) via email to me at sroberts@ejps.org.
6. A brief class discussion will follow this project. You will be expected to contribute to the discussion and demonstrate your knowledge of the subject.

**Options:**

Kick it up a notch by creating a Flash movie, MovieMaker project, or self-running PowerPoint slide show instead of a printed document.