



ARCHDIOCESE OF NEW YORK
YOUTH FAITH FORMATION
Catechetical

Email Etiquette

Ideas to Consider for Catechetical Leaders

Considerations when Writing Emails

1. Always include a brief subject. A subject line serves as a signal to the recipient as to the email's contents. An empty subject line may get your email flagged as spam.
2. Keep emails brief and to the point. Save long conversations for the telephone.
3. Spell check – emails with typos are simply not taken as seriously.
4. Read your email out loud to ensure a positive tone. Rather choose the words that reflect your meaning instead.
5. Never expose your contacts' email addresses to others by listing them all in the To: field; use Bcc: field instead. This is a serious privacy issue!
6. Don't hesitate to say please, thank you, how are you, or appreciate your help!

Considerations about Formatting Emails

1. Do not type in all capital letters. It's considered screaming at your recipient.
2. Avoid relying on formatting for emphasis. If you bold your type, know you are bolding your statement and it will be taken that way by the recipient – times 10!
3. Typing your emails in all small case letters gives the perception of lack of education or laziness.

Considerations about Forwarding Emails

1. Don't forward emails that say to do so no matter how noble the cause. Many are hoaxes and may not be appreciated by your recipients. If any email asks to be forwarded to all your friends, or just 5 people – do everyone a favor and just hit delete!
2. However, if you simply can't resist forwarding to more than one person, put your email address in the TO: field and all the others you are sending to in the BCC: field to protect their email address from being seen by the other recipients. Again, this is a serious privacy issue!
3. When you forward an email, explain why you think what you are forwarding will be of interest to the recipient. When forwarding email, if you cannot take the time to type a personal comment to the person you are forwarding to then reconsider forwarding it at all.

Considerations when Responding to Emails

1. Make sure to read the entire email carefully before you respond. Scanning an email may miss some important question or content.
2. If you are sending an attachment, double check before you send that it is attached and it is the right file.
3. Just because someone doesn't ask for a response doesn't mean you ignore them. Always acknowledge emails in a timely manner.
4. If you cannot respond to an email promptly, email back confirming your receipt and when the sender can expect your response.