

CHECKLIST: BEFORE YOU PRESS “SEND”



You send a number of emails every day. When it counts, make sure you're communicating professionally — and well! Before you press “send” on that next email, ask yourself these questions.

- Should I even be sending this email?**
 - Is this the best way to communicate rather than a phone call or in-person meeting?
 - Am I communicating information that needs to be communicated?
 - Am I sending this in a calm, professional state of mind?
- Have I considered who will be reading this?**
 - If I'm communicating with a client, have I eliminated unnecessary technical jargon or explained key terms?
 - Is my tone professional and appropriate for my audience?
 - Have I removed “text-speak” and emoticons?
 - Have I eliminated any emotionally charged language?
 - Am I sending this to the right people?
 - Have I acted appropriately with regard to confidential information?
- Have I considered my reader's time?**
 - Have I broken my text into multiple paragraphs?
 - Have I used bullet points when possible?
 - Have I eliminated unnecessary words and phrases?
- Have I used a meaningful subject line?**
- Have I checked that attachments aren't too large?**
- Is my use of a “high-priority” designation appropriate?**
- Have I run spell-check?**
- Have I proofread the email?**

