



Improve Your E-Mail Manners!

Learn About E-Mail Etiquette Using AgLearn! And, as always, you can **add to your knowledge at no cost to you, 24/7!**

What is E-Mail Etiquette?

E-mail etiquette is a set of guidelines that can help you avoid mistakes (like offending someone when you don't mean to) and misunderstandings (like being offended unintentionally). These core rules of email etiquette can help us communicate better via e-mail.

- + [QuickTalks: Email Etiquette 1: Don't Use Email to Deliver Bad News](#) (3 mins)
This course discusses the downfalls to delivering bad news via email.
- + [QuickTalks: Email Etiquette 2: Don't Copy Over Someone's Head](#) (3 mins)
This course discusses when it's appropriate to copy someone's boss in an email.
- + [QuickTalks: Email Etiquette 3: Stamp Out Reply to All](#) (3 mins)
This course discusses why Reply to All should be used sparingly.
- + [QuickTalks: Email Etiquette 4: Think Before You Forward](#) (3 mins)
This course discusses email forwarding.
- + [QuickTalks: Email Etiquette 5: Never Pre-Address An Email](#) (3 mins)
This course discusses "mad" emails.
- + [QuickTalks: Email Etiquette 6: Don't Send Emails At Unprofessional Hours](#) (3 mins)
This course discusses the reasons you should not send emails after work hours.
- + [QuickTalks: Email Etiquette 7: Don't Write War and Peace](#) (3 mins)
This course discusses the importance of being clear and concise in your email messages.
- + [QuickTalks: Email Etiquette 8: Break the Thread With A Phone Call](#) (3 mins)
This course discusses when to stop typing and when to pick up the phone.
- + [QuickTalks: Email Etiquette 9: Don't Send Emails to Someone You Could Hit With a Rock](#) (3 mins)
This course discusses instances when you should and should not send an email.
- + [QuickTalks: Email Etiquette 10: Don't Be Cryptic. Use Proper Grammar](#) (3 mins)
This course discusses the importance of proper grammar.
- + [QuickTalks: Email Etiquette 11: Don't Be So Heavy](#) (3 mins)
This course discusses when it's appropriate to send attachments.
- + [QuickTalks: Email Etiquette 12: Live By the CLEAR System](#) (3 mins)
This course discusses the "CLEAR" system to use when sending and handling email.

As with all AgLearn resources, these are available to all USDA employees at no cost to you!