Effective Email Communication — Abbreviated*

Effective email communication hinges on the effective use of the subject line. Here’s an example of a good subject line:

**ACTION by Fri 3/1:** Reply with thoughts for Vision Magazine articles

(color coding to help with explanation below)

1. **Keyword:** Start with the key word of: ACTION or FYI
2. **Deadline:** If an action is needed, give the date that the action is needed by.
3. **Action Needed:** If action is needed, give an action verb for what the person needs to do. Address emails like you’re writing a to-do list item for the recipient.
4. **Context:** Give some more context for what the body of the email holds.
5. **If all that you needed to tell someone can be written in the subject line, then use “EOM” for end of message — example: “FYI: Birthday cupcakes in kitchen provided by Judy. EOM”

Other tips:

- **Who is on the email:** Don’t CC people unless it’s really necessary that they have the information and it’s clear why they’re on the message; otherwise it’s one more email in their inbox.
- **Body of the email:** Use the first two to three sentences of your email to define who needs to take what action by when.
  - If you are sending the email to a group of people, note in the email what group it is going to.
  - Indicate if the email can/should be shared and the people whom it should be shared with.
- **Replying to emails:** Not every email needs a reply. When you do reply, make sure that your replies are actionable and relevant.

* For a more detailed document on effective email communication, please contact Alecia Gray (alecia.gray@mso.umt.edu)

Revised: March 6, 2019