

- **Effective Email Writing Tips From The Molecular Foundry's**
- **Diversity and Inclusion Committee**

1. Respect recipient's time.
2. Use a meaningful subject line.
3. Celebrate clarity.
4. Keep your fonts classic.
5. Avoid open-ended questions.
6. Take care with abbreviations and emoticons.
7. Reduce content-less responses and limit Inbox clutter
8. Make sure your email includes a courteous greeting and closing.
9. Know that people from different cultures speak and write differently.
10. Type complete sentences and not random phrases.
11. Do not write in ALL CAPS. It is like SHOUTING.
12. Read your email out loud to ensure the tone is what you want to convey.

13. Do not use email to discuss confidential information.
 14. Take the time to review each email before clicking Send.
 15. Add the email address last.
 16. Double-check the recipient and do not overuse Reply to All or CC.
 17. Email is not always the best form of communication.
 18. Never send an email when you are angry.
 19. If your email is emotionally charged, walk away and wait to reply.
 20. Remember that email is a public document and nothing is confidential.
 21. Always end your emails with “Thank you,” “Sincerely”, “Best”, etc.
 22. You can use: EOM / NNTR (End of Message) (No Need To Reply)
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21. ***Only email unto others as you would have others email unto you!***

An article from [EHS Today](#) describes Communication Strategies for Achieving a Total Safety Culture by [Josh Willimas, Ph.D., and E. Scott Geller, Ph.D.](#) in which [M. Brounstein](#) (2001) defines four basic communication patterns:

- I. The Dominant Communicator -- tend to “run people over” in interpersonal conversations.
- II. The Passive Communicator – tend to be “indirect and meek” in their interpersonal communication.
- III. The Passive-Aggressive Communicator – tend to “go behind people’s back” instead of dealing with people directly sending critical email messages and copying others.
- IV. **The Empathic Communicator** – empathy for oneself and others and a good listener; interacts effectively with others with the intent of finding a solution that satisfies everyone’s fundamental needs to generate a creative and collaborative environment.

Empathic Communication is ideal and most conducive to effective communication and cultural improvement.