

# Caring Today, Planning for Tomorrow



## E-MAIL ETIQUETTE

Friday 10 April

We recognise that, in the current climate, normal working practices have, for many, been suspended and that some are having to adapt to new ways of working, including working from home and revised hours. We want to ensure that we can support staff as much as possible to help them cope with these new, temporary, ways of working. Even at the best of times, dealing with emails can, because of their sheer volume, present a challenge. We want to look at how we can help people stay on top of the increasing email traffic from sources both within and out with the organisation.

Within NIAS we can help ourselves to ensure we respond as effectively and efficiently as possible to the e-mails received at this time. This can be achieved if we follow some very simple guidelines and we would suggest that you consider the following:

### - DO YOU NEED TO SEND AN E-MAIL?

At a time when we are working from home where possible, perhaps a quick telephone call might suffice rather than send an e-mail;

### - WHAT IS YOUR EMAIL ABOUT?

Ensure a clear subject line and include the purpose, eg 'Title of e-mail' For Action/Advice/Information;

### - CAN YOU MAKE YOUR EMAIL AS BRIEF AS POSSIBLE?

Ensure e-mails are brief and concise, using bullet points where possible as lengthy blocks of text can be off-putting to the reader;

### - WHO WILL BE RESPONSIBLE FOR ACTIONING YOUR EMAIL?

Ensure your e-mail is forwarded to the individual whom you expect to action it. Consider whether your e-mail actually needs to be cc'd to others. If copied to others, then it should be understood that no action is required from them;

### - IS THIS THE RIGHT TIME TO SEND YOUR EMAIL?

At a time when staff are working long hours, please show consideration when sending e-mails late at night/early morning – perhaps consider putting a delay on the e-mail until a more suitable time;

**To consistently  
show compassion,  
professionalism  
and respect to the  
patients we care for**