

What Do You Do When You Need to Control Your Email Tone?



Tell yourself what NOT to do.

1. **Don't fire off an angry email in the heat of the moment.**
2. **Don't forget to be polite.** Saying hello (not to mention "please" and "thank you") is essential.
3. **Don't be abrupt.** *e.g., "Where is your report?" vs. "Looking forward to seeing your report."*
4. **Don't be negative.**
e.g., "Your report doesn't work for me" vs. "I think your report could use more work. Can we talk about it?"
5. **Don't use vague or flowery language.**
e.g., "It's come to my attention the agreed-upon deadline has passed, and while I'm sure there are mitigating circumstances please don't hesitate to send it at your earliest possible convenience," vs. "Can you please give me an update on your report?"
6. **Don't use slang** if you want to appear professional (and you do!).
7. **Don't use ALL CAPS** since that may seem too aggressive. OBVIOUSLY!