



## E-mail mistakes you don't want to make

*Angry because a closing had to be pushed back for the third time? Don't send that e-mail just yet. Take a second to calm down because sending an message when you are fired up is a definite no-no. Read on for more e-mail etiquette.*

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Here are some easily avoidable mistakes you should know to keep your image and inbox in tip-top shape, according to MSN.com

Failing to follow e-mail etiquette:

- Don't write when you're angry. Calm down. Have someone else edit your e-mail.
- Don't use sarcasm. You may think you're clever, but the recipient will be put off.
- DON'T USE ALL UPPERCASE! That's the e-mail equivalent of yelling. Go easy on the exclamation marks, too. Overuse dulls their effectiveness.
- Use clear subject lines. That will help people decide whether to read the e-mail now or later.
- Keep it short. If your e-mail is more than two paragraphs, maybe you should use the telephone.

E-mail is almost like talking. We use it so much that we don't really think about it. But there are rules and courtesies, just as there are with talking. Giving them some additional thought could make your e-mail experience more satisfying and your recipients much happier.