

E-Mail Etiquette – Research Document

Here is a list of links to pages on the Internet that deal with email etiquette. They're not in any particular order. The first part is a quote from the document. The second is the location on the Internet of that document so that you can read it for yourself. Just type the part beginning with **http:** into the *Address* or *Location* bar of Mozilla Firefox, Microsoft Internet Explorer or Apple Safari and then press return. The full document should then appear on screen.

1. “Even with the best of intentions, misunderstandings are likely to occur in almost any type of communication. It is possible to repair glitches in a face-to-face dialog or even a telephone conversation before any lasting damage occurs.”

<http://www.library.yale.edu/training/netiquette/>

2. “The formality of email in most businesses can vary between that of an interoffice memo down to a telephone call. Although most people give careful thought to the contents of anything written down on paper, most emails are composed with much less consideration, but can be even more permanent than paper (just think.... how many *really old* emails are still in your mailbox?)”

<http://www.dynamoo.com/technical/etiquette.htm>

3. Never send anything you would not want to see in tomorrow's newspaper. There are **no** security guarantees with electronic mail. Avoid sending ANY confidential or sensitive information via email. Remember, it's very easy for someone else to read or forward messages you thought were confidential.

http://en.wikipedia.org/wiki/E-mail_privacy

4. “On the Web, email will often be your first or only point of contact with other people. While you have your own distinct writing style, here are a few general pointers about email etiquette...”

http://www.emailaddresses.com/guide_etiquette.htm

5. “Sadly, in the twenty-plus years that I have been using email, I have seen a large number of people suffer mishaps because they did not understand how to adjust their communication styles to this new medium. I wrote this document to try to help people avoid those problems.”

<http://www.webfoot.com/advice/email.top.html>

USEFUL INTERNET EMOTICONS	
EMOTICON	MEANING
:)	Happy person
:(Sad person
:-)	Happy person with a nose
:-(Sad person with a nose
:-D	Person laughing
;-)	Person winking