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Date

15-Apr-2005

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CF-RAD-USAA-DB01-2005-00000009

Expanded Number **CF-RAD-USAA-DB01-2005-00000009**External ID **CF/IC/NYH/1994-011**

Title

E-mail Etiquette

Date Created

31-Mar-1994 at 12:44 PM

Date Registered

15-Apr-2005 at 12:45 PM

Date Closed

Primary Contact

Owner Location

Home Location

Current Location/Assignee

Record & Archive Manage Related Functions=80669443**Record & Archive Manage Related Functions=80669443****At Home Location: Record & Archive Manage Related Functions=80**FI2: Status Certain? **No**FI3: Record Copy? **No**

001: In, Out, Internal Rec or Rec Copy

Contained Records

Container

Date Published

Fd3: Doc Type - Format

Da1: Date First Published

Priority

Record Type

A03 DOC ITEM: CF-RAD-REPOSITORY-WORTHY-ORG-SERIES

Document Details

Record has no document attached.

Print Name of Person Submit Image

Signature of Person Submit

Number of images
without cover

3-ANK

INFORMATION CIRCULAR

CF/IC/NYH/1994-011

31 March 1994

To: All Staff at NYHQ

From: Nick Narishkin *NN*
Chief ISS/IRM, New York

Subject: E-mail Etiquette

Now that so many of us in UNICEF are using electronic mail on a regular basis, this may be the right time to review some of the do's and don't's of communicating via e-mail while simultaneously providing a few tips for new e-mail users. The points listed below apply to e-mail communications in general. A second Information Circular will focus on e-mail standards and procedures that apply specifically to UNICEF.

Electronic mail can be used for formal and informal communications as well as for discussions, announcements, information sharing, conferencing and planning. The writing style used in an e-mail message therefore does change, but as we process our daily electronic correspondence we should try to bear in mind some of the following basic principles:

Message Format

1. Provide a clear and comprehensible subject line. Keep it as short as possible and try not to use too many acronyms and abbreviations.
2. Address your correspondents by name in the body of the message. Sign your messages. If your message is short, sign it at the end. If the message is long, use the "From: To:" approach. An e-mail message is never anonymous, as the sender's identification is always included in the header. This ID can sometimes be confusing however, especially when a message has been forwarded from another e-mail system or through the Internet.
3. Address only one subject per message. This helps to maintain focus and greatly facilitates future electronic filing and retrieval.
4. Limit the number of "cc's" you send. Be especially careful when using distribution lists, as these sometimes include people in field offices and on other e-mail systems outside the organization.
5. Append the original incoming message to your response if the latter is not completely self explanatory. This is especially important if you also cc: your response to others.

6. Keep messages short and to the point. This makes it much easier for people to respond quickly. If a long message must be sent, then prefix it with a note to the recipient proposing that he/she download or print the message rather than read it online.
7. Inform recipients of any attachments that you have included with your message. Depending on the recipient's local e-mail system, attachments could otherwise go entirely unnoticed.
8. Be careful when using special or accented characters in your message even if your e-mail system allows for them. These could well be lost when your message is received by a different e-mail system.
9. Some e-mail systems have a facility called the "chat" mode, which can best be described as a keyboard-based telephone conversation. These self-documenting "chats" are sometimes useful, but on the whole they are time consuming and expensive and should not be used to replace normal e-mail messaging.

Message Content

10. Avoid using e-mail for personal messages. No e-mail system is 100% secure.
11. Avoid sending emotionally charged messages. E-mail messages are easily forwarded (sometimes inadvertently) and such comments or feelings can quickly lead to misunderstandings and embarrassment.
12. Make an effort to communicate mood accurately. Short, quick replies can sometimes be misinterpreted as being aggressive when in fact they were not at all intended that way. Sarcasm and humour can also lead to misunderstandings. Insert a ☺ into your text or even a ☹ if applicable. In e-mail these are represented by :-) and :- (respectively. (Hint: incline your head to the left to view these.) You can also communicate mood by inserting an appropriate word, like <grin>, into your message text.
13. Avoid using capital letters. A message written entirely in upper case letters is not only difficult to read but also gives the reader the impression that he/she is being SHOUTED at. To highlight a word, enclose it in *asterisks* rather than use capital letters.
14. Do not systematically bypass the normal chain of command just because the e-mail system allows you to send messages directly to the "top". Use the facility, but use it judiciously. Remember to cc: any colleagues you refer to by name in your messages.

15. Respect copyright and licensing agreements. Distributing publications and software via electronic mail is no different from distributing the same materials as hard copies or on diskettes.
16. Be aware that downloaded programs can carry computer viruses. Be sure that the anti-virus program in your computer is active when you connect to external networks.
17. Do not respond to chain-letters, unsolicited offers, advertising or any other such "junk mail" that periodically may find its way into your electronic mailbox. Report repeated abuses of this kind to IRM Office.

Message Management

18. Respond to incoming messages promptly (within 24 hours), even if only to acknowledge receipt. Your correspondent should know that his/her message has been successfully delivered and has not been "lost" somewhere in the system. This also saves on "backup" telephone calls, faxes and telexes.
19. Keep your electronic "in-tray" clear. As soon as you have read and/or replied to your incoming mail, file important messages to appropriate electronic subject folders and delete the rest. An in-tray containing hundreds of messages is completely unmanageable. You may wish to consider setting up a series of electronic folders that mirror your paper-based folders.
20. Purge your "trash" folder and review your outgoing "log" folder at least once a month.
21. Review your electronic subject folders every three months and download to a diskette any older files that you still wish to keep.
22. Set up a series of "rules" to help you file and manage your electronic mail. Not all e-mail systems have this facility, but if yours does, it can be very useful to have the computer automatically file all incoming messages from your director into your "Correspondence with the Director" file, or have all incoming messages from a certain person automatically and immediately forwarded to a colleague.
23. Log on to your e-mail system/s frequently (at least once a day) to check your electronic in-tray. Once your name appears in the e-mail directory, people will start sending you messages and will naturally expect you to read and answer these.
24. Prepare long messages "offline" (while disconnected) using WordPerfect or another text editor. It is easy to lose a message if the e-mail connection is lost, and it's also easy to accidentally send out an unfinished and unedited piece of work.

By following these simple and mostly obvious recommendations, e-mail can quickly become an effective, efficient and easy-to-use communications tool.

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