

Communicating with Emails

First let me qualify some things: Email is not an effective form of communication. If we are having a conversation we learn more from body language and tone of voice than we do from the words being said. We also get some pretty clear feedback as to how our communication is received.

Emails should only be used to transmit or deliver data, or provide short requests or answers. Any email that is likely to cause another email - with someone asking questions or requesting clarification, should probably be handled with a conversation.

In other words if you have an idea to communicate, or if you need to explain something, propose something, or otherwise convince your recipient of something, use the phone or walk over to their workspace. Don't email.

When other people send you email that really should be a conversation you need to ask them not to do that. Ask them to send you an instant message to say they are done with a task instead of copying you on their response to someone else. Train them to use the phone by calling them and asking, "What is this email you sent me all about?" Just stop the cycle.

Since I began doing research on the subject of emails I must admit my opinion of them has changed a little bit and I am adjusting my habits accordingly. I always tried to be careful what I said in an email and sometimes reworded things that could have been interpreted differently than I intended. Now I understand that this should have been a conversation.

These days my email box is almost entirely made up of newsletters and information. No chance for miss interpretation here.

One last note on email; It is the expectation that just like other major shifts like cell phones making land lines obsolete, cable destroying network TV, GPS replacing paper maps and recently mobile replacing traditional web traffic, texts and instant messaging are increasingly replacing emails. None the less we will still need to have a conversation, at least that's my opinion.



Connecting You to Results

Blue Collar Consulting Inc.

Janet Plante 780-876-3518

www.bluecollarconsulting.ca

jplante@bluecollarconsulting.ca