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SA 07.01: Email Practices Self-Assessment Reflection

Effective email writing is essential to effective performance and advancement in most organizational contexts. To quote the text, "Email is the dominant communication tool for private, written business messages." Therefore, it is essential you develop professional email practices. This self-assessment is intended to allow you to evaluate your use of the skills associated with effective email writing, and to offer some direction as to how you might improve.

Think of an important email or other electronic communication you have sent in which others misunderstood your emotions and/or intent. How did the other person respond? Did you think the response was fair? Why did this person misunderstand? Did the lack of richness of the communication channel have an impact? How could you have written or approached your message differently to avoid misunderstandings?

Then write three goals you have for becoming a more effective communicator by email. Go through the items in the survey one by one to help you think of areas where you most need to improve.

One time I sent a message that came across as super aggressive. Simply because I didn't use any emotion / exclamation in my words. It was short and to the point, but I had sent it after a long day, when my patience was thin and I didn't really think about how what I was saying would come across. The other person didn't misinterpret what I was saying, because I didn't write it to be portrayed another way, which I should have. I should have waited to send it until the next morning, when I was most likely in a better mindset. Then I could have written my message in a way that wouldn't have been so stern or seem so clipped. That has been my plan going forward; to get into a better frame of mind before sending messages that require a certain undertone. That way I can make sure to not send mixed messages or create unnecessary conflict.