

Student Name:

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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.**

**Every day, all day, I send emails to students. I always sit and think if I was reading this message would someone understand what I am explaining. Sometimes it's easier for me to send an email and say call me. Any Electronic communication can be miss read, or misunderstood. Sometimes someone might think its sassy, but in turn it's really not. I love email's most of the time, but sometimes they suck!**

**The survey says that I am a 38 out 40. I really need to work on how I explain things via email. I always reread my messages and most of the time read them outloud. My biggest thing I need to work on is put myself in the receiver of the email's shoes and ask are they going to understand what I am asking or explaining. I think that being professional is sometimes a bad thing, I mean most people want it in simple terms. This is something else I need to work, sometimes simple is better.**