Student Name:

Macy Karl

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.

I can only think of one scenario that would work with this question. It wasn't an important email but I don't e-mail often so this is all I can come up with. My birthday was a few weeks ago and I did not want to celebrate this year, I turned 25 and I was struggling with it. Anyways I went into work that morning and I had balloons at my desk from one of my friends that works at our other location. I sent her an email that said "I hate you!!!!" When I sent this email I was completely joking but her response back to me made me realize real quickly that she thought I was serious. I then realized I probably should have not sent just that, I should have added a "HAHA" or some sort of funny emoji at the end to make it clear that I was just joking around with her.

Three goals:

1. I really need to work on my punctuation. I use a lot of exclamation marks and "..." at the end of my sentences and some people take that as I am being rude. I use them typically for excitement but some don't see it that way.

2. Subject line- I realize they are very important but I'm awful about using them or I'll just put something random in for the subject. I think if I work on adding subjects that relate to my emails I would get responses quicker instead of my emails just getting looked over.

3. I am not the greatest at sending an ending e-mail when the conversation is over. For example if I send an email asking a question, I'll get my answer and then I don't say anything back. I need to work on replying with a "thank you" or something to let the person know I appreciate them getting back to me.