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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.

There is no email of what I can remember where the person I sent it to misunderstood my intent. I usually always take the time to carefully write every email that I send to people, especially the important ones. One instance that I can think of in overall instant messaging or online messaging in a whole where someone didn't understand my intent of a message was because of the misuse of punctuation. Punctuation is utterly important in online messaging because there is no way to express your feelings or emotions. In this instance the person I messaged believed that I was angry when I was not. This problem could have been easily avoided if I had proof-read my message and realized how the message would have appeared in the eyes of someone receiving it. Three areas that I should focus on to be a better communicator would 1. Be to always proofread my emails. 2. To use a spell-check during and after I write the email. And 3. To think more carefully what I write on the subject line. Often times I just use a word that I believe fits the subject but never really think about it.