Breanna White

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 have not actually written an email that someone has mis understood. When I write a text message is a different story. When I text message someone it sometimes gets miss understood. I have noticed that when I write messages with more symbols in it there is more of a reaction. The person miss understood because they thought that I was very mad when I was not. When we put capital letters and certain punctuation people misunderstand what we are trying to say. When I use certain punctuation Ill try to use less exclamation points and more periods. When someone messages and uses a lot of these, we all get mislead. The lack of certain punctuations in the messages is something that can make or break how someone sounds in a conversation. If I were to write someone a message, I would say I need to take time and read the whole message before I hit the send button.

If I were to have three goals for my writing in a message or an email, it would have to be:

1. That I would proofread my message before I send it to someone, text message or an email. I think if I make sure that all my spelling and punctuation is right and sounds good then ill send the message.
2. Learning how to say things to sound more professional. In my writing now I do not feel like I sound very professional when I write.
3. The length of a rite email. I am not to sure if there is a certain length that an email should be. The emails that I do send are usually just short and right to the point.