Appropriate Use of Email

Email is similar to sending correspondence via postcard. Messages should be brief and communications are public for everyone to read.

Appropriate Uses of Email

- Assuring that everyone knows about appointments and meetings.
- Staying in touch when people are separated by time and space.
- Allowing people time to reflect before responding to a query.
- When there is a need to reach a large audience.
- Conveying factual information, data and attachments to everyone who needs to know.
- Supporting flexible work arrangements, including telecommuting.
- To memorialize conversations.

Inappropriate Uses of Email

- Sending to too many people, or the wrong people.
- Attempting to convey delicate or sensitive messages.
- Forwarding messages without explicit or implicit permission
- Overuse of priority flags, and receipt confirmations.
- As a way of avoiding face-to-face interaction.
- Spamming – broadcasting what recipients may view as junk mail.
- Flaming – attacking with sarcasm and public criticism.
- When in conflict with the person you’re addressing.

Adapted from the UC Berkeley Staff Ombuds Office © 2012.