SickKids | **Wellness** | **UNIVERSITY OF TORONTO FACULTY OF MEDICINE**
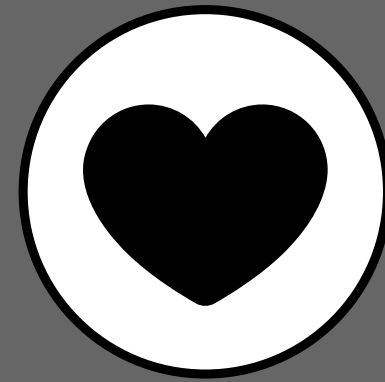
Setting the right tone is important when sending emails. Everyone's day is different, and how emails are perceived can have unintended effects.

EMAIL TIPS:

HOW TO MANAGE YOUR OUTBOX

Be mindful of the expectations under the University's Code of Conduct when interacting with colleagues in person or through email – be compassionate, respectful, courteous and kind

Be careful with your tone because the message you write may not be the one received:

- Humor can often fall flat
- Terse or one-word responses can come off as rude

If you feel the need to "react" to an email:

- Take one night to sleep on it, or write the response, save as a draft and return to it the next day before sending
- Always try to take the higher ground in your responses – it's a written record

Keep emails clear and concise; use bullet points to get your points across

If an issue will take more than a few emails, pick up the phone

Be careful not to forward emails that include conversations others shouldn't see