Michelle's Rules for Email (aka, Principles of Email Haiku)

1. *Do not reflexively forward emails.* If it is not something that people in your unit need to know, don't send it to them. Politely let the person requesting the forward know that you will not forward because it is not info that your unit needs. Request that they send it on a more suitable listserv (for example, Office of Research or Office of Instruction lists).

2. *If you don't understand the email and can't answer questions about it, don't send it out.* Sending will lead to lots of email churn (back and forth questions that you must either find answers to or explain that you don't know and they should contact someone else). Either figure out the email and give a simple explanation at the top of the message or don't send it.

3. *Craft request for easy response.* Think about the information being requested and craft accordingly. For example, if you want a list of names to go to an admin assistant have the admin assistant send the request including a ready to fill in list in the body of the email. Recipients can just hit reply and fill in the info (but be careful not to set up a "reply all spam" generator).

4. *Craft the subject line:* Make it informative; if a response is needed state that and include due date.

5. *State your key point and/or request first in the body of the email.* Remember Russell's rule, "Faculty will only read three lines of an email."

EMAIL HAIKU

Don't auto-forward.
Cannot answer? Don't send it.
What does response need?

Craft your subject line.
State key point or request first.
Folks will read three lines.

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Michelle Momany, Ph.D.
Professor, Fungal Biology Group & Plant Biology Department
2505 Miller Plant Sciences, University of Georgia, Athens, GA 30602
mmomany@uga.edu