



DIFFERENCE VEHICLES OF COMMUNICATION EMAILS

Series: Effective Communication is the most important issue for lot owners

Part 6 of 12: Different Vehicles of communication—Emails

Email allows committee members to communicate easily with each other, with service providers and virtually anyone who has an email address. It's almost too convenient. You can read your email whenever you want without playing phone tag or being interrupted, and, unlike a phone call, it also provides a written record.

Tips for Email Communication:

Be sure to apply to your email communications the same common sense you use with other types of communication. For example, instructions exchanged by email with a vendor regarding a particular project should be coordinated through one contact person. Otherwise, the vendor may have to deal with conflicting or overlapping information from several committee members.

Do not use all capital letters as it appears you are yelling at the person to whom you are writing.

Be sure to **include your name** at the bottom of the email message. Your name/business is not always evident just by looking at your email address.

Avoid jokes or sarcasm, as it is easily misread without body language cues.

Don't send or forward emails containing libelous, defamatory, offensive or racist remarks.

Be patient – Not everyone checks his or her email as often as you might like. Some people don't have access at work and only check their email on a weekly basis.

Be cautious with the "reply" feature of your email software. Make sure you aren't inadvertently replying to an unintended recipient.

In addition to sending quick communications, you can also send files such as minutes or newsletters. This gives everyone a quick review of drafts, reduces postage costs and gets the document finalised in less time.



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Quick Tips:

- Be concise and to the point
- Answer all questions and pre-empt further questions
- Use proper spelling, grammar & punctuation
- Use templates for frequently used responses
- Do not overuse the high priority option
- Read the email before you send it
- Do not use email to discuss confidential information
- Avoid using URGENT and IMPORTANT.

Next week: Different Vehicles of Communication - Websites