FEA E-mail Guidelines (v17.08.26)

1. Every FEA employee is required to check their emails every single working day. This includes checking your spam or junk email folder as well daily. In addition to using FEA provided laptops you are free to use your own smart phones etc. to view your FEA emails.

   Timely communication is an important job requirement and a key condition of your employment at FEA.

2. Ensure that all emails directly addressed to you are acknowledged within 24 hours, preferably within the same working day.

   Example of appropriate acknowledgement phrases:
   - *"Sure, I will complete this by _____."* (to commit to a deadline)
   - *"Can I respond to you by_____?"*(to request time)
   - *"Thank you/Noted"* (to acknowledge receipt)

   Note: If you are receiving a reminder to respond to an email then that reflects poorly on you and shows you are not seriously committed to your profession.

3. Involving people not involved in the issue at hand is a misuse of their time. Use "cc" sparingly. Only use "Reply All" if you really need your response to be seen by each person who received the original message.

4. Use a meaningful subject in the Subject line. Start the subject line with Classroom PIN, if the email pertains to a particular branch.

Examples of subject lines:
- 110057A, Cleaner absent
- 110049C, Mobilization assistance requested
- All Branches closed on Dec 4 for Election Day
- HO reconnect for AM facilitators

5. Proper ways of addressing. The global norm in companies and institutions is to address your colleagues and co-workers by their first name.

   For addressing someone a lot older than you, or if you wish to be formal, the correct address is Mr. / Ms. Last name.

Samples of **incorrect** ways of addressing Alok Madan and Sheila Nair:
- Dear Alok Sir,
- Dear Mr. Alok Madan,
- Dear Sheila Madam,
- Dear Sheila Ma'am,

Correct ways of addressing:
- Dear Alok,
- Dear Mr. Madan,
- Dear Sheila,
- Dear Ms. Nair,

6. Always mention a person's full name and designation/role when referring to them within the body of an email for the first time.

   a. **Correct:**
      *Please connect with **Anmol Singh, Training Manager**, regarding the training schedule.*

b. **Incorrect:**
*Please connect with **Anmol** regarding the training schedule.*

7. Be concise and get to the point quickly. A long e-mail can be boring and tedious to read.

   Avoid long sentences. Try to keep your sentences to a maximum of 15-20 words. Avoid using color and bolding. In general, it does not add value. Use it sparingly, if you feel it is necessary.

8. Do not attach unnecessary files. Only send attachments when they are productive. In case a file is heavy, it can be converted into a google drive link and attached to the email.

9. Do not write your emails all in CAPITALS. IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.

10. Use a polite tone, and check spelling, grammar & punctuation.

11. E-mails without full stops or commas are difficult to read and can sometimes even change the meaning of the text.

12. Do not overuse the high priority option in your e-mail setup.
    Avoid using URGENT and IMPORTANT. Only use this if it really is an urgent or important message, which by definition can only happen occasionally.

13. Do not leave out the message thread in your replies. When you reply to an email, you must include the original mail in your reply, in other words click 'Reply', instead of 'New Mail'.

14. Read the email and double check before you send it. Edit it as best as you can. Also analyze if the requested and complete information is being shared.

15. Do not request delivery and read receipts. This will almost always annoy your recipient before he or she has even read your message. If you want to know whether an email was received it is better to ask the **recipient** to let you know if it was received.

16. Do not use email to discuss private confidential information – remember there is no privacy in emails. Sending an email is like sending a postcard. If you can't afford to have your email displayed on a bulletin/notice board, don't send it.

17. We all know sending spam from an anonymous email id is easy to do. Please be aware this is illegal and for the cyber-crime team of the police department it is actually very easy to trace the sender via the IP signature that is contained in every email. We strongly recommend that nobody should ever break the law.

18. **Handling Suspicious Emails:** **Link for detailed description**

Tip: Outlook is powerful and has many features to set follow up reminders, make shortcuts, make groups of conversations, etc. Explore it to enhance your productivity.