

Make Emails Simple and Beautiful

DIGITS Team

- While sending email to a large number of people using a distribution list (for which you have a privilege to send email) such as allfaculty@iisc.ac.in or allstaff@iisc.ac.in, please include the bulk mail ID in bcc. This is because if any recipient of this email having a privilege to send emails to the distribution list uses "Reply All" mode, the reply will get broadcast to all in the distribution list thus spamming system.
- It is even more disastrous to send a bulk email to a large number of recipients by typing out or copying all their email IDs explicitly. Even if absolutely required, please include such explicit email IDs in bcc only.
- While replying to emails, think twice before using the "Reply All" options.
- While sending a mail to a group of people or DL, make sure not to include/quote any confidential information unless all the recipients are privileged to that information.
- Personal details of employees/contract staff of the Institute must never be shared in email text or in attachments
- Do not attach bulky documents with emails addressed to multiple recipients; upload the documents to OneDrive and provide a OneDrive link to the documents.
- Emails should be short and crisp; we receive a large number of emails every day and the attention span for long emails is rather limited.
- Be sure to include a spell check while composing the mail
- If the mail has to be a long one, please include a crisp summary of critical points as appropriate
- Please be conscious about gender while addressing people. It is safe to be gender neutral.
- Email Subject line should be very precise and capture the essence of the email. It should not carry the trail of an old mail with different context. This is helpful for tracing old mails in future.
- A response or action out of an email is usually not expected from the person(s) who are in "CC" or "BCC". Only Persons in "To" are normally expected to act and/or respond.
- If any action is desired from a particular person, include that person's email address in "To" and include the group name (if any) in "CC" only. Avoid a group name in "To" as far as possible. It can be used if the intent is only to convey some information without any expectation of a response.
- An urgent action should not be desired by sending an email during odd hours. A telephonic call and SMS (not even Whatsapp message as everyone may not have smartphone) are preferable in such situations.

- It is a good idea to suppress the temptation to respond to the controversial emails immediately in a reactive mode with pre-conceived ideas. Read the mail carefully once, if needed twice. Relax and send a measured, level-headed reply after giving enough thought.
- If controversy breaks out as a result of exchange of a series emails, stop the email communication on the topic and initiate a phone call or a video call or a face-to-face meeting. That will go along way in resolving the issue.
- Please do a web search on “email best practices”, “email etiquette”, etc., you will find excellent articles with great advice.