



**Email = Evidence
Webinar**

Participant Handouts

Have clear e-mail usage policies

- Email is not private and belongs to employer.
- Reserve right to monitor e-mail and computer usage.
- Prohibit use of e-mail in violation of any employer policies.
- Prohibit sending jokes, chain letters, commercial solicitations.
- Explain limits of computer usage including reasonable personal use.
- Include social networking, IM, podcasts and blogs in policy.



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Should I put this in e-mail?

- Would I write this down if it existed forever?
- Would I put this on a postcard?
- Would I want to see this in the newspaper?
- Would I like this to get into the hands of my worst enemy?



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Chill out!

- Avoid sending a nasty reply to a snarky email.
- Wait 24 hours.
- Write—with pen and paper--but don't send.
- Offer to speak by phone or in person. Email is not a good tool for "clearing the air."



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Email Etiquette

- Tone
 - Using all caps or all bold letters is considered “yelling”.
 - A professional, conversational tone is best.

- Professionalism
 - Email is a business communication.
 - Be sure to read the entire message before responding.
 - Avoid temptation to be too casual.

- Grammar, Punctuation and Spelling
 - Outlook has features to check all of the above.



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Summary of learning points

- Create detailed policies for all electronic tools.
- Give employees notice of monitoring.
- Report criminal activities to authorities.
- Train employees on proper usage.
- Partner with experts.



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