

Email Correspondence

Effective tips for improving our use of emails

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Objectives

Life would be simpler if people communicated better.

- Miscommunication is one of the biggest causes of stress and tension in the workplace.
- If managers would just communicate tasks clearly, staff would be more confident about their responsibilities.
- If staff would just communicate their needs clearly, managers could delegate tasks more.
- Open lines of communication enable effective problem solving, from interpersonal office relationships to business administration problems.



Objectives

Effective internal communication ensures that all staff members work together as a unit.

- It fosters morale and leaves no room for misunderstandings that have the potential to cost companies a small fortune in profits, and that have the potential to cost workers their jobs.



Pros and Cons of emails

Pros	Cons
Easy to use with very little training	Must have correct address, access to reliable internet, computer/ mobile sets
Free- no extra charges once you've paid for internet	Less personal, can be forwarded to others
Faster- unlike traditional letters, not hindered by distance	Easily misunderstand the tone, cause conflict
Accessible using comps, laptops, mobile phones	Once sent, not easily retrievable
Easily access photos, docs and other media	Click wrong button send email to wrong people
Easily send single email to multiple ppl or orgs.	Commonest way for viruses to travel
Environmentally friendly	Responding to numerous emails can be time and energy consuming
Relatively easy to file- creating folders	Some companies have restriction on size of attachments