



Improving Workplace Email Using the **STOP** Method

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Improving Workplace Email: A Roadmap for Today

- Top 5 peeves about email
- Rules of the Road
- **STOP**
- Hands-on Exercise: Revising sample email using **STOP**



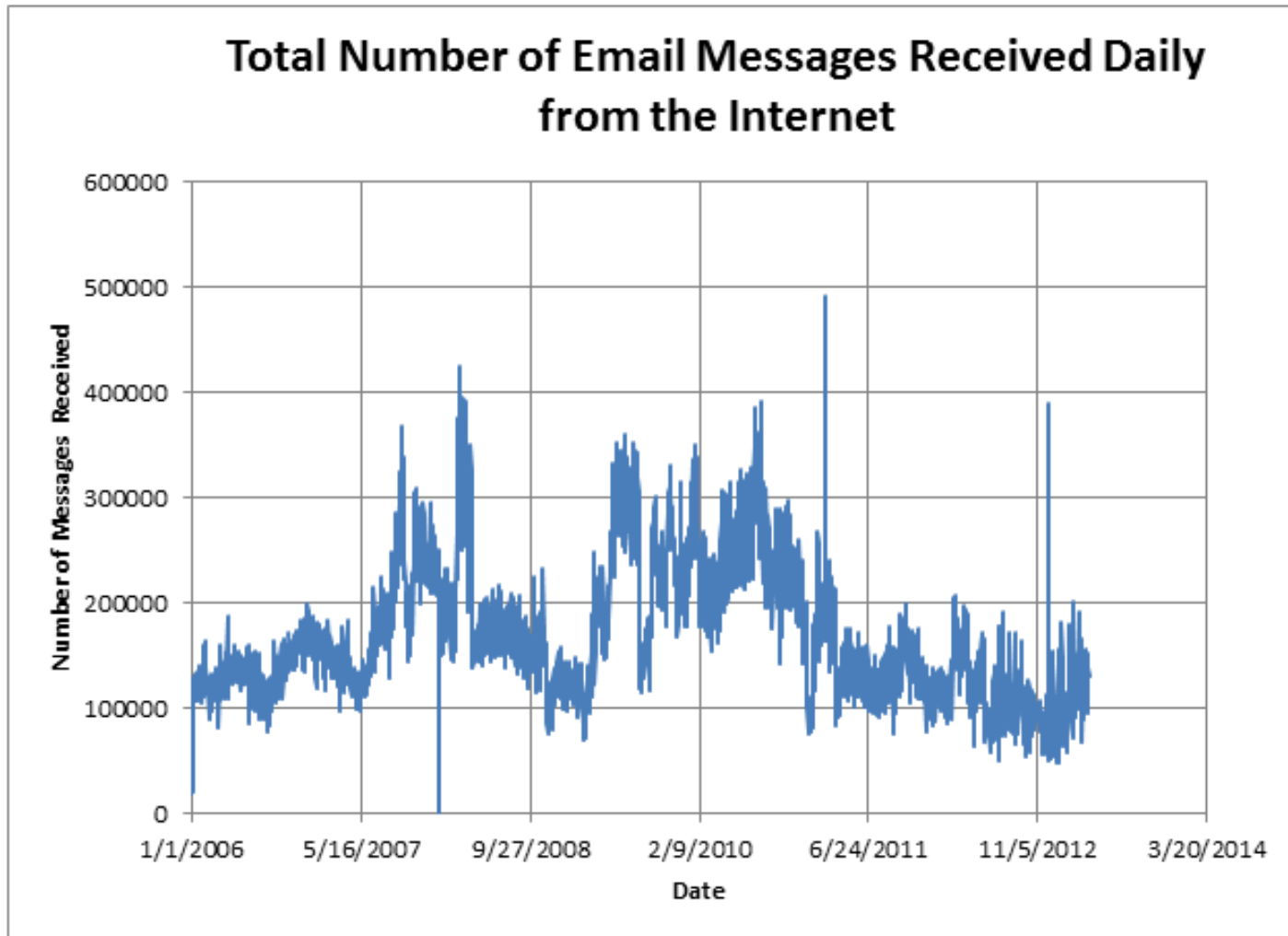
Top 5 email peeves

- Using the Chat window
- Post one of your pet email peeves
- Limit yourself to just one (although you probably have a long list!)
- Disclaimer: I'm sure that these are things that you never do!

Were these on your list?

- ☐ “All campus/employees” email
- ☐ Replies to “All”
- ☐ Backgrounds, stationary, emoticons
- ☐ Offers of financial windfalls from perfect strangers
- ☐ No subject
- ☐ No clear topic for the email
- ☐ Poor spelling, grammar, punctuation, mechanics

Email Usage Statistics





Rules of the Road

Rules of the Road



- Studying for the driving test
- “Rules of the Road”
- Speed limits, warning signs, safety
- We know the rules . . .
- But sometimes we don’t follow them



STOP

Strategies for Improving Workplace Email



- **S**pelling, Grammar, Punctuation, Mechanics
- Use Word as your email editor
- Before you send, **STOP**
- Read your email (even out loud)
- Pay attention to the green and red

Email from a Grateful Alum

Hello Dr. Williams,

Hope things at Rose are going well. I have been working for Genie since January, and I wanted to let you know what I learned in Tech Comm is already been useful. My managers are extremely impressed with my documentation, and my ability to communicate important information concisely. I wanted to thank you for those lessons in Tech Comm, and the other classes I took with you. Some days I wish I could go back and be in school, but then I remember how much homework I had, and I think work is just fine. Washington is great, and there are a lot of cool things to do out here. Once I get settled and more use to the area I hope to get back into theater. Greg Jackson, who is a 2011 graduate, already asked me to be in a show, but I just don't have time right now. Are you teaching anything this quarter? I hope you have a great spring, and thank you again.

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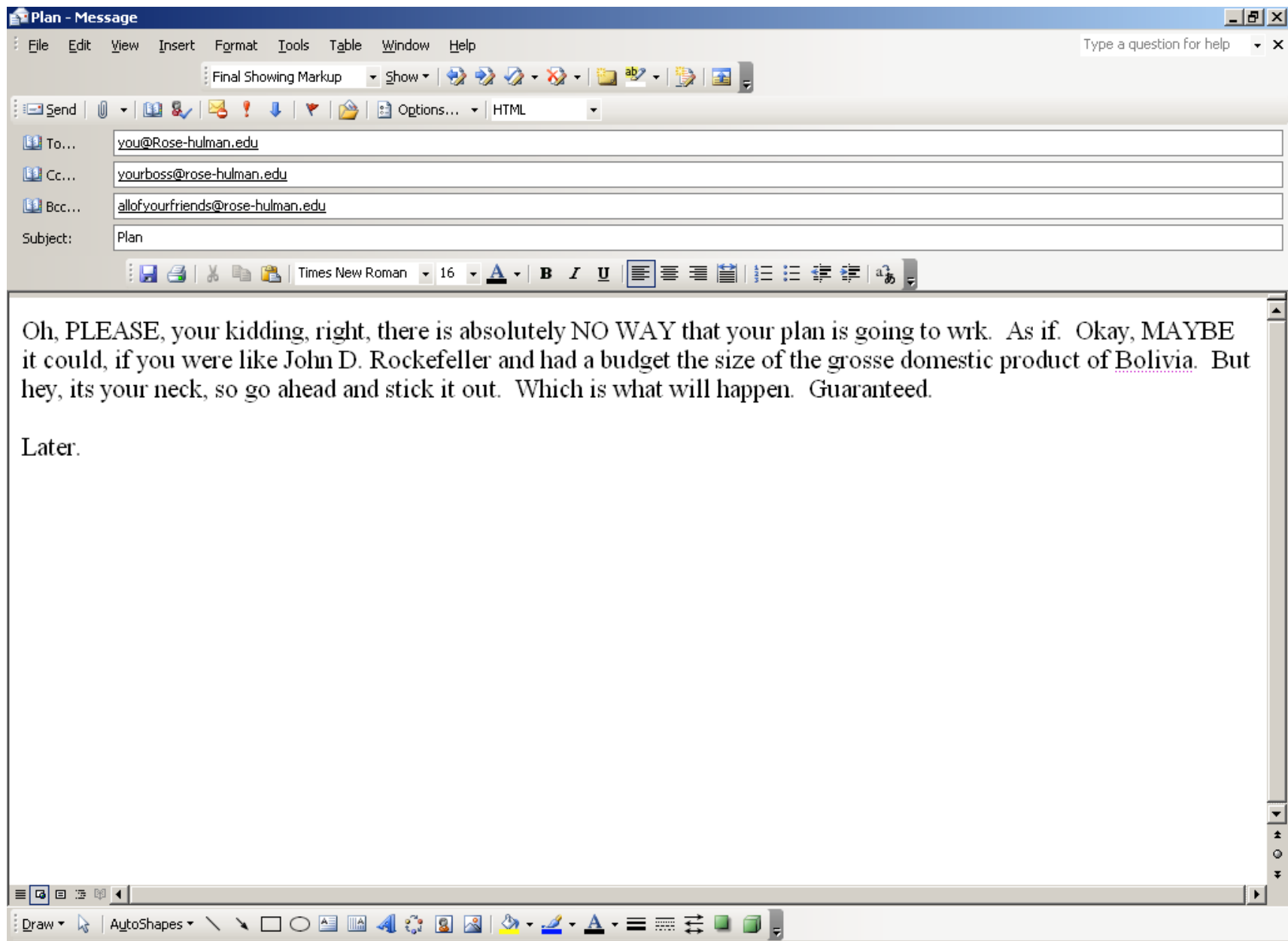
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- **S**pelling, Grammar, Punctuation
- Online sources: grammar guides
 - <http://www.ego4u.com/>
 - <http://grammar.ccc.commnet.edu/grammar/>
- And don't forget the grammar apps!



- **T**one
- Your voice in email
- In person versus in email
- Before you send, **STOP**
- Read your email (out loud)





- Opportunity
- Email escalation
- Stop emailing and start talking
- Before you send, **STOP**
- Should you make a call, pay a visit?
 - Is this an opportunity to improve your own status?
 - Improve the status of your department, office, or unit?



- **Persuasion**
- Email is a task-oriented medium of communication
- Email purpose: to assign a task, to accomplish a task
- How will you convince a reader to do the task?
- Before you send, **STOP**



- **P**ersuasion
- Can your reader identify the task?
- Have you provided a context for the task?
- Is there a time frame for the task?
- Did you thank the reader for doing the task (in advance)?

Hands-on Exercise

Where the rubber meets the road!

Hands-on Exercise

- Review the following email sample
- Consider ways you could improve this email using the principles of **STOP**
- What revisions would you make?

To: Team
From: Julia Williams
Date: May 30, 2013
Subject: Meeting

Good afternoon team!

I'm trying to get everybody together for a meeting early next week just to make sure we're all on the same page. It seems that things seem to be getting harder and harder to communicate, and I think the meeting will be just the thing we need to get us talking and help us know where each other is at too. As I look at my calendar I'm seeing that the best time for me is one week from tomorrow, that's Friday, so let's go with that. Let's go with a week from Friday, and I was able to book the conference room for right after lunch. So the conference room will be available after one. So a week from Friday, at one in the afternoon, we can all get together and make sure we're all on the same page. Also, if you have any concerns about the project, then let me know about that too and we can take care of all that at the meeting. I suggest you write them down on a notepad and keep them with you so we can go over them individually. Or if you want, you can write them down in OneNote and just print it out on the day of the meeting. Whatever works best for you. But be sure to be there though.

J



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Pop Quiz

Responding to Bad Driving

Question 1: A bad driver cuts you off. In response you . . .

- ☐ Pound the wheel
- ☐ Beep the horn
- ☐ Offer a series of offensive hand gestures
- ☐ Take the high road!



Responding to Bad Email

Question 2: You receive an email written by a person who clearly did not attend this seminar. In response you . . .

- ☐ Send your own email similar in tone
- ☐ Quickly compose a lengthy email in which you elucidate the sender's inadequacies and send it before you check the spelling and grammar
- ☐ Take the high road!



Because our main goal is to avoid this!





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