

# E-mail Etiquette for Cybersecurity Professionals



Indiana University of Pennsylvania



Confidentiality is never guaranteed. DO NOT have confidential conversations through email.

Good:

- I do not think this topic is appropriate for an email conversation. We should discuss it in-person.

Poor:

- This is a very sensitive topic, so please keep this email between you and me.



Use a professional salutation.

Good:

- Dear Laney
- Greetings
- Hi Francis

Breezy:

- Hey
- Hi there
- What's up Justin



Include a descriptive subject line that captures what the email is about concisely. NEVER leave the subject line blank.

Good:

- Update on Project X
- Reimbursement Guidelines Revised
- Questions about Your Proposal

Vague:

- See Attached
- Update
- IMPORTANT



Keep the message clear and concise.

Good:

- Thanks for your presentation today. I have two quick questions for you. First... Second...
- I would like to set up a meeting to discuss today's presentation with you, or we could speak by phone if that is better for you. I'm generally available this week in the afternoons. Have a good day.

Poor:

- Thanks for your presentation today. I've been thinking about it and have a number of ideas I'd like to run by you. Sorry in advance if this e-mails runs long, but I wanted to get these thoughts out of my head before I forget them and get your reaction. First of all..."



Avoid humor, sarcasm, and anger.

Good:

- Congratulations to Michelle for a great presentation today. We can put her ideas to work for us.

Grating:

- Way to rock and roll in today's presentation, Michelle. Bet you thought the presentation was going to be rough, but we got rid of all the crazies last year (haha)!

Angry:

- Michelle, regarding your presentation, the name of the company IS NOT "Syn-tech Scientific" but "Syntech Scientific" – see the difference. Getting the company name wrong is never acceptable. Best, Joe.



Beware of cultural differences. Some cultures are more formal in email communication than others. If the sender writes formally, reply formally.

Good:

- Dear Mrs. Yarkpawolo, Thank you for your recent inquiry. Unfortunately, we do not offer the service you request, but I can recommend another company that does offer the service. Would you like me to ask someone there to contact you? Please contact us again in the future if we may be of help. Best wishes

Abrupt:

- Sorry. We do not offer that service. Please let us know if we can help you with something else.



Proofread every message before sending. DO NOT rely on spell-check.

Good:

- My apologies for the mistake in your invoice.

Poor:

- My apologize for the mistake in your invoice.



Include a proper closing and signature block.

Good:

Thank you.  
Mira  
  
Miranda Nelson  
Assistant Director of IT Services  
ABC Corporation  
123 Green Way  
Orem, UT 2468  
Telephone 413-123-9910

← Reply → Forward

Abrupt:

That's all for now.  
Mira, IT Services

← Reply → Forward



**If the sender copies others to the email, and you want to reply the sender only, make sure you change the reply option.**

