



# Good Email Guide

These top tips are intended as a prompt for discussion on your team about how to use email respectfully and efficiently. For more information and advice see: [www.universityofgalway.ie/goodemail](http://www.universityofgalway.ie/goodemail)

**Respect Recipients' Time**

1



Take the time to make your message as clear, brief and relevant as possible.

Start with a clear subject line and put the most important information at the beginning of your email.

**Cut to the Chase**

2



**Spare the CCs**

3



Picking up the phone, dialling in on MS Teams or meeting in person could be much more productive.

Who really needs to be copied into your email? Reduce the number of recipients, and only 'reply all' if necessary.

**Talk it Through**

4



**Minimise Emails Out-of-Hours**

5

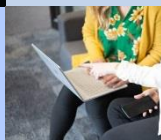


If you cannot reply within a reasonable time (e.g. 48 hours) send a brief response to say the email is being dealt with.

You are not expected to respond to emails once you log out at the end of the working day.

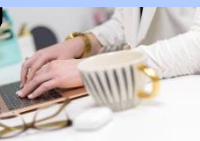
**Respond as Promptly as Possible**

6



**Keep it Private**

7



Keep your writing neutral and professional to ensure your emails aren't picked up wrong or inadvertently cause offence.

Make sure you comply with GDPR. Be mindful that all emails can be subject to a Freedom of Information request.

**Tone doesn't Translate**

8



**Consider your Carbon Footprint**

9



Uploading files to Sharepoint is a great way to cut down on attachments, store information and work collaboratively.

Reducing the number of emails, recipients and attachments can help in the fight against climate change.

**Shift to Sharepoint**

10



**Be Kind!**

11



Be kind and polite, and appreciative of the time others are spending on your correspondence.



# Treoir maidir le Ríomhphost Maith

Is éard atá i gceist leis na leideanna seo plé a spreagadh i measc d'fhoirne maidir le ríomhphost a úsáid go measúil agus go héifeachtach. Le tuilleadh eolais agus comhairle a fháil féach: [www.universityofgalway.ie/goodemail](http://www.universityofgalway.ie/goodemail)

**Bíodh Meas agat ar Am na bhFaightheoirí**

1



Glac am le do theachtaireacht a dhéanamh chomh soiléir, chomh gonta agus chomh hábhartha agus is féidir.

Tosaigh le líne ábhair fhollasach agus cuir an t-eolas is tábhachtaí ag tús an rphoist.

**2 Abair amach é**

2



**Spáráil na CCanna**

3



D'fhéadfadh glaoch gutháin, diailiú ar MS Teams, nó cruinniú duine le duine a bheith ní ba thairbhí.

Cé a chaithear a chóipeáil i do phost i ndáiríre? Laghdaigh líon na bhfaightheoirí, agus ná 'seol freagra chuig cách' mura bhfuil gá leis.

**4 Déan é a Phlé**

4



**Laghdaigh Líon na rphost lasmuigh de ghnáthuaireanta oibre**

5

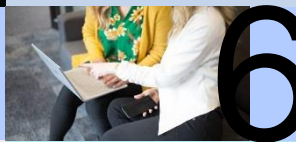


Níltear ag súil go bhfreagróidh tú rphoist nuair a logálann tú amach ag deireadh an lae oibre.

Mura féidir leat freagra a thabhairt laistigh d'achar réasúnta (e.g. 48 uair), seol freagra gonta le rá go bhfuiltear ag déileáil leis an ríomhphost.

**6 Seol Freagra Chomh Scafánta agus is Féidir**

6



**Coinnigh faoi Rún é**

7



Coinnigh do chuid scríbhneoireachta neodrach agus gairmiúil le cinntiú nach mbainfeadh an chiall chontráilte as do rphoist nó nach gcuirfidh do rphoist múisiam ar dhaoine eile de thaisme.

Déan cinnte go bhfuil tú ag comhlíonadh Rialachán Ginearálta maidir le Cosaint Sonraí (GDPR). Bí aireach gur féidir le gach rphost a bheith faoi réir iarratas ar Shaoráil Faisnéise.

**8 Ní thagann Tuin Slán i Rphost**

8



**Déan Machnamh ar do Lorg Carbóin**

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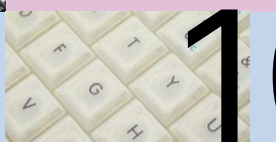


Is bealach iontach é comhaid a uaslódáil chuig Sharepoint le líon na gceangaltán a laghdú, le heolas a stóráil agus le comhoibriú a dhéanamh.

D'fhéadfadh go gcuideodh laghdú ar líon na rphost, faightheoirí agus ceangaltán leis an troid i gcoinne an athraithe aeráide.

**10 Aistrigh chuig Sharepoint**

10



**Bí Cineálta!**

11



Bí cineálta agus dea-bhéasach, agus tuisceanach faoin méid ama atá daoine eile ag caitheamh le do chomhfhreagras.