

networking



security



voip



storage



dr/bc



services



# Email Communications

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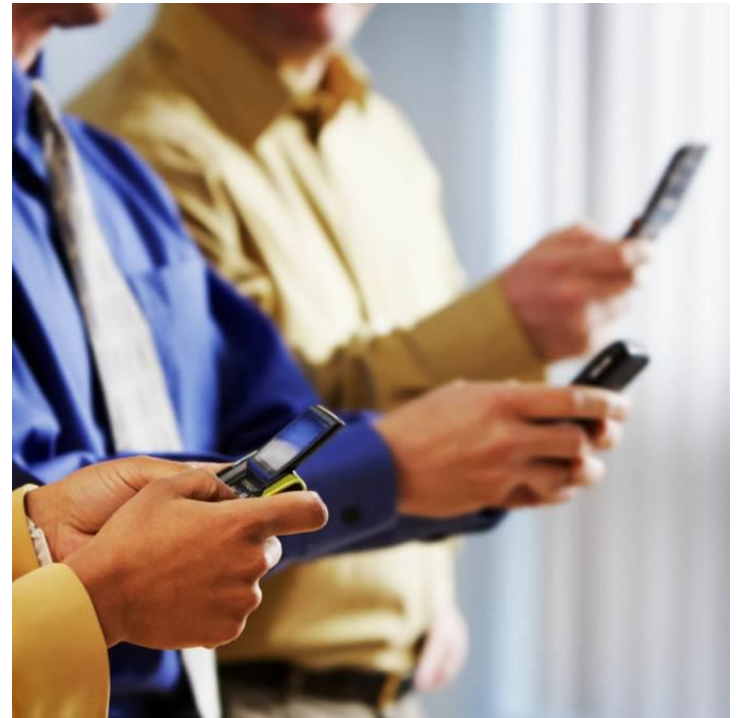


## Learning Objectives

- > Understand the benefits of email
- > Basic Guidelines for using email
- > Tips and tricks to manage the email and expectations

## Goal

To help all team members better with email communications

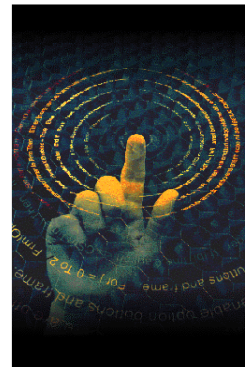


# What do you think?



## Email Benefits

- Lack of time constraints
- Efficient filing, retrieval, and forwarding
- Attachments
- Democratic Communications
- Creative Thinking
- Collaboration and research



## Keep in mind

“When electronically mediated collaboration increases the quality and sharing of ideas, groups who meet only via network develop less trust than groups who have face to face contact.”

~John M. Lannon

# What do you think?



## Privacy act of 1986

This act offers limited protection against unauthorized reading of another's person's email, but employers are exempt.

# Why?





## Email Privacy

- Everyone on a group mailing list gets a copy
- Even deleted emails can be recovered – Backups!
- Forwarding a message without the authors consent can violate their privacy
- Anyone with access can read or alter your emails and documents

## Email Guidelines

- Check and Answer your email **Daily**
- Check the distribution lists and recipients before you send
- Assume your email is permanent and can be read by anyone at anytime
- Think about your audience before sending jokes or humor



## Email Guidelines



- > DO NOT USE email for confidential information
- > DO NOT USE email company email for personal use
- > Before you forward an incoming message, obtain the senders permission – covers you against any possible “copy right” issues.

## Make the message usable

- > Limit the message to a single topic where possible
- > Limit the message to a single screen
- > Use a clear subject line to identify your topic

**Subject:** My machine ...

**Subject:** RE: Please execute scanning agreement

**Subject:** RE: Financials

**Subject:** Users and logins

-----  
**Subject:** RE: Your feedback is requested on Fulcrum New Surveys

## Make the message usable

- > DON'T BE THIS PERSON!!!
- > Keep it short
- > Refer clearly to the message you are responding to
- > Be cautious of formatting
- > Use abbreviations and emojis sparingly
- > Close with a signature
- > Proofread for spelling



RE: pull cables the 13th adn 14th

## Tips and Tricks

- > Schedule daily time to review email
  - > Create Folders
  - > Create Rules
  - > Use Quick Steps
  - > Color Code VIPs or Important Messages
- > Others you use?



# Any questions?

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## Exercise – Put it to use

You are a consultant that has found a number of security vulnerabilities in a clients environment that need to be addressed ASAP but will cost thousands of dollars.

You have to draft a 2 paragraph or less emailed communication that will grab the attention of the CEO and make him want to schedule a meeting with you to discuss further your findings.