

教师挂职培训专题----- 【沟通篇】 撰写正式Email时, 你必须知道的事

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如今，收发邮件已经取代了传统的书信来往，成为了工作中最常使用的交流工具。万礼豪程团队在与老师们以及合作伙伴们联系的时候，最多便是以邮件的形式发布各种重要通知、消息或邀请等。为了能使项目正常运转，我们每日收发几百封邮件。撰写简洁且完整的邮件能够提高工作效率并避免不必要的误解。



一封专业的邮件必须包含下列元素：

1.主题

请用最简洁的短语概括你整封邮件的主要内容。主题的作用是抓住收件人的眼球，同时也能够帮助收件人更好的整理归档你的邮件，以及便于其日后检索。永远都不要发送无主题邮件，那样的邮件不仅会被忽略更有可能直接进入垃圾箱哦。

2. 称呼

邮件应以收件人的称呼开头，例如“尊敬的董经理”或者“Dear Joy and Caron”。尤其是当你的这封邮件有着不止一个收件人的时候，收到此封邮件的人便可一下子明白，这封信是否是专门写给自己的，亦或是仅仅作为被抄送的对象，以避免带来的误解。

3. 正文：邮件目的

我们曾经收到过只有标题却缺少内容的邮件。虽然说邮件越简洁越好，但是除标题之外的进一步描述或解释也是必不可少的。

另一方面，当你准备撰写一封很长的邮件的时候，在邮件开头添加一段内容提要，说明本邮件的目的也是很必要的。

同时，学会使用小标题或者特殊字体也十分重要，帮助读者理解你的思路、突出重点，也帮助你自己更加有条理地表达。

4. 描述附件内容

请不要忘了在邮件内容中提到你添加了哪些附件，更重要的是，千万不要忘了添加附件。

因为当收件人使用手机或者其他媒介打开你的邮件的时候，附件往往显示在邮件最后（有可能在一个长长的邮件来往记录之后，人们常常会忽略）。因此如果你在正文中不说明你此封邮件中含有附件，那就不要怪别人没有收到你的重要文档了。

另外，注意附件的重命名。很多时候，一个正式的附件文档命名也能看出你的专业性哦。

5. 署名

如果你地址是这样的：babyboy@hotmail.com 或者 787878787@qq.com，你还不署名，那你一定是在和收件人玩猜猜我是谁？

有时候即使你的邮箱中包含了你的姓名，请依旧在邮件中签署你的大名、单位以及职务。这不仅显示出邮件的专业性，也能够减少不必要的误会。毕竟同名同姓的人太多了。

缺少了以上任何一项，你的邮件都会被收件人视为不专业而留下不好的印象或者直接被忽略掉。

当你通过邮件申请某个机会的时候，你的邮件就是你的门面。第一

印象往往对结果有关键性决定作用。

因此，请认真撰写正式邮件！否则你华丽的简历可能永远不会被打开。

一句话，站在收件人的角度，送上一封能够让人又快又准确的获悉所有信息的邮件。

其他小贴士：

1. 抄送与密送（cc和bcc）

当有些人他们虽不是你撰写邮件的对象，但是你认为他们有必要或者会有兴趣了解本封邮件内容的时候，你就该使用抄送功能了。当你抄送的时候，所有被抄送的以及收件人都可以互相看到彼此的邮箱。顾名思义，当你密送某人的时候，其他所有人都将看不到此人也在被抄送的行列中。



2. 回复以及回复全部

当你回复邮件的时候，请留意在收件人和抄送人一栏中分别有哪些人。当所有上一封邮件中的收件人和被抄送人都需要了解此事情的跟进情况的时候，“回复全部”的功能就派上用场了，例如：一个项目的进程，你对某件事情的看法或者你对于原始发件人某些问题的回答。这个时候，如果你没有选择“回复全部”那么被你回复的那个人还需要将你的回复邮件转发给其他涉及到的人。

当然有些时候，你的回复只有发件人需要知道，那么请选择“回复”。



3. 查找和标记

当你想调出以前的某一封邮件，又找不到自己存在哪里的时候，在你要求发件人重新给你发一遍之前，你可以使用邮箱中的“查找”功能，搜索发件人或者关键词。

当你收到一封重要的邮件时，你可以使用标记功能将这封邮件标出来，以便日后查找和跟进。



4. 签名

邮箱通常都可以设置一个默认的签名。你可以将自己的姓名、职务、公司、联系方式甚至广告放在签名栏中。更显专业的同时也节约每次发邮件时的署名时间。



有用么？有用就收藏并分享吧！

Faculty Internship Series – Communication

Tips for writing professional emails

In business, email messages have replaced formal letters as the most used correspondence tool. When communicating with our teachers or partners, CHEI team members primarily use email for important program announcements, news or updates. We send and receive hundreds of emails everyday to keep our programs up running. Sending well-written email messages will help you work more efficiently

and avoid mistakes.

Professional emails should have the following elements:

1. Subject

Use the fewest number of words to express the main topic of the email. The purpose is to catch the reader's attention and help him or her file the message to easily retrieve it later on. Never send an email without a subject; it might be ignored.

2. To whom

Start your email with a greeting, such as "Dear Caron" to confirm to whom you are writing. This ensures no misunderstanding about who is the intended recipient of your message.

3. Content: Purpose of the email

We've received emails with only a subject and no content. While it's good to be concise with email, having a bit more detail is helpful. If you are writing a long email, include a summary at the beginning so the reader knows what to expect. Use bullet points, special fonts or highlights to help your points stand out.

4. Description of attachments

Don't forget to mention what you are attaching and—most importantly—don't forget to attach the files. Keep in mind that when your reader opens an email on some mobile devices, such as an iPhone, attachments are displayed at the end of the email. If you don't mention attachments in the body of the email, they may be overlooked.

5. Who you are

With some email addresses, such as babyboy@hotmail.com or 787878787@qq.com, the reader won't know who you are. Be sure to sign your name and company or title at the end of the email.

Neglecting any of the above may cause your email to be ignored or leave a bad impression with the recipient. If you are applying for a great opportunity, your email actually creates a first impression for the judges or recruiters. So take it seriously; otherwise your fantastic resume may never be opened. Put yourself in the recipient's shoes and prepare a communication that will be clear and include enough detail to be acted upon.

Some important tips:

1. CC and BCC

When you copy someone, it means you think that person will need, or want, to know about the email, but you are not writing to him/her expecting any action. All recipients will see the email addresses of those you have cc'ed. When you BCC someone, his/her email address will not appear in the "to" or "cc" field. So, other recipients will not know this person was copied on the message.

2. Reply and Reply all

When you respond to an email, notice which email addresses are in the "to" and "cc" fields. The "reply to all" feature is very helpful when everyone needs to be updated on the status of a project, your views on a particular topic or your answer to the sender's questions. In these situations, if "reply to all" is not used, the sender must forward your response to others. In situations where only the sender needs to read your response, use "reply."

3. Search and mark

If you misplace an email, use the search tool to locate it by the sender's name or keywords. Use this approach before asking someone to resend an email. Use flags or tags for important emails so they don't get buried and to help you track follow-up.

4. Signature

Create a default email signature to save time. Include your name, company, title and contact information. With every email, the auto signature will be there and it will look professional.



微信扫一扫
关注该公众号