

The Episcopal Parish of St. Clement – Honolulu
and
St. Clement’s School

Email Etiquette and Protocols Procedures

Email is an essential method of parish communication that is fast, inexpensive, accessible, and easily replicated. It can significantly benefit our ministries by providing efficient, effective methods for transmitting electronic data. **However, if not used well, it will be overlooked, wasting valuable time for leadership, staff, and parishioners.** Here are a few etiquette and protocol guidelines to help us move forward in our ministries.

1. Use appropriate grammar, salutations, and conclusions. For example, Good morning, Fred. Thank you again for your time.
2. Please carefully consider who needs the information in your email. CCs are for people who **must** know the information you are sending. BCCs are helpful for large groups so that constant ‘reply all’ does not overwhelm the conversation or the information.
3. Keep the body of your email aligned with the subject. Overly flowery subject lines are not helpful and waste the recipients’ and your time. Ask yourself, ‘What is this communication in just a few words?’
4. Your email signature should include your full name, title (if applicable), and other contact information, such as your work phone number.
5. Keep your email short. If you are changing the subject, start a new email. Email information will be lost after a few replies to the same email.
6. If replying to an email to confirm that the task is complete, state ‘done’ or ‘completed.’ If you must inform the sender that you have received the email, reply ‘received.’ Long, drawn-out replies are not kind, even if the intent is to be kind.
7. Do not “reply all” unless the entire group needs the information.
8. Avoid using slang and/or acronyms. Only some people understand them.
9. Avoid using humor. Not everyone understands it, especially in emails.
10. You do not need to over-justify your wants or needs. Ask for what you need and get to the point.
11. Avoid shaming and guilt-tripping language. Always be kind, even if your feelings have been hurt.
12. If this email is marked ‘For your eyes only’ or “Private,” state that clearly at the top of the message. Always assume that someone might use this email in future communication. Please remember that clergy are mandatory reporters. Some subjects must be reported.
13. Emails to employees should address employment matters, not personal matters.
14. It is inappropriate to ask employees for personal contact information.