

Effective Email Correspondence

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Every second that goes by, 2.4 million emails are sent. But few senders know how to write a professional email the right way. Generic email subject lines ruin open rates. Typos turn away recipients. Because of it, your recipient shakes their head, then deletes your email. Below are easy steps to press send faster and get more replies.

Behind the Scenes: How to Write A Professional Email Fast

Three Sentence Rule: Introduction (Action), Request for Information (Details), Conclusion (Wrap-Up).

1. **Subject Line** - The email subject should contain minimal Key Words to summarize the email. Capitalize every word in the Subject Line.
2. **Action Items** - The next line should address why you are sending an email. It should be concise and to the point (the fewer words the better) while identifying the call to action.
3. **Details** - This section of the email should fill in any necessary details to support the action item line. Please remember to focus on the important items and keep this section concise.
4. **Wrap-Up** - This section should be a quick note to offer support/assistance with the message you are sending and thank the individual(s) for their time. "Thank you", "Sincerely", "Respectfully", "Regards" are all acceptable wrap-ups. Always include your Safety Management Group email signature with your name, credentials, title, and contact information.

See example on the following page.

Example:

Subject Line
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Action Item
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Details
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Wrap-Up
This section should be a quick note to offer support/assistance with the message you are sending and thank the individual(s) for their time. "Thank you", "Sincerely", "Respectfully", "Regards" are all acceptable wrap-ups. Always include your Safety Management Group email signature with your name, credentials, title, and contact information.

From: Safetymanagementgroup (Ryan Dobbins)
To: JohnSmith@joecontractor.com
Cc:
Bcc:
Subject: Missing Incident Documentation (AEP Transmission Event Reporting)

Hello John,

AEP Transmission has not received follow-up documentation to complete the event reporting process for the event that occurred on Monday, November 26th. Please submit final documentation to the <http://aepctcs.com> contractor portal at your earliest convenience.

Per the AEP Transmission Supplemental Safety Terms & Conditions, Section 5.0, contractors are required to submit all the following documentation to the contractor portal within 48 hour of the event. The following documentation is required to complete the reporting process:

- AEP Contractor Incident Investigation Form
- Contractor Internal Incident Report
- THA for the Task
- Witness Statements
- Pictures of the scene

If I can provide any assistance, please let me know and we appreciate your continued efforts.

Thank you,

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