

## Writing clear emails

Many of us write emails as part of our work. Emails are different from talking in person or over the phone. Sometimes it's harder for people to understand what you mean in an email.

When you talk with someone in person, over the phone, or on a video call, you can use clues to help people understand how you're feeling or what you mean. For example, your facial expressions and tone of voice can be clues.

Since emails only use written words, you can't use these clues to help people understand what you mean. Instead, you need to make sure your words tell the other person everything they need to know.



### Tips for writing clear emails

- **Give people the information they need**

In a conversation, it's easy to ask questions if you don't understand. But emails are slower. When you write an email, give the other person all the important information they need to know. That way, they don't have to reply to your email with lots of questions.

- **Keep it short**

Your email doesn't need to have a lot of words. Think about what information is most important to tell the other person. Keep your email short and easy to read by leaving out information that isn't important.

- **Use polite words**

In a conversation, you can smile and use your tone of voice to let people know you're feeling okay. Since an email only uses words, it's harder for people to know if you're feeling okay or if you're upset. Try using polite words like "thank you" and "have a nice day" to show that everything's okay.