

## Standard email structure for success!

Instructions	Example
<p><b>To:</b> put people here who are expected to act/respond</p> <p><b>CC:</b> put people here who are in an info loop but not required to respond or act</p> <p><b>BC:</b> only use this for keeping people's contact details private</p>	<p><b>To:</b> Mike</p> <p><b>CC:</b> Mary</p> <p><b>BC:</b> --</p>
<p><b>SUBJECT:</b> Be very descriptive and help the reader see it's relevant to them</p>	<p><b>SUBJECT:</b> Current actions for the XYZ project</p>
<p><b>Greet</b> Be friendly and informal</p>	Hi Mike
<p><b>Connect</b> This sets the tone and allows you to be very direct without sounding rude</p>	Hope your day's going well!
<p><b>Announce (BLUF)</b> what's the key message of the email?</p>	I have 2 things I need you to do please and 1 question.
<p><b>Structure</b> Use headings and bullet points, headings and bullet points. As many as you need! This is scannable.</p> <p>Then you don't need to worry about tone, whole sentences, or paragraphs</p>	<p><b>Can you please</b></p> <ol style="list-style-type: none"> <li>call john</li> <li>update the XRC form</li> </ol> <p><b>Why I'm asking/what you need to know</b></p> <ul style="list-style-type: none"> <li>John needs to talk to you about the project status</li> <li>The XRC form isn't yet showing the most recent actions</li> </ul> <p><b>A question for you</b></p> <ul style="list-style-type: none"> <li>do you know if Sally has had any success in her dealings with Acme?</li> </ul>
<p><b>Sign off</b> simply</p>	Thanks, Nicola