

6 must-do's for sharp push-back emails

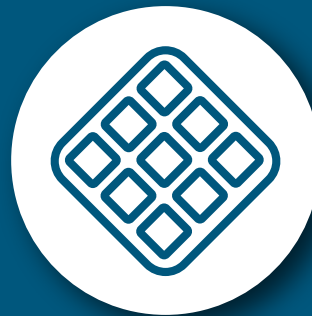
WRITING SAVES LIVES!

BE 100% CLEAR
on the problem, and
what you want done



Get it to
TO THE RIGHT PEOPLE.
Public noise isn't enough

GIVE A TIMEFRAME
eg: URGENT response
required by COB today



Be concise.
NO WAFLING
allowed

BE FACTUAL,
matter-of-fact, not
overly emotive



CHECK: do you need an
'or-else'? Do they need to
know your next steps if they
don't act or respond?

Remember:

Be firm. Reasoned. Factual. Stripped back. Assertive.

RECLAIM YOUR POWER

(and maybe even save a life)

Shelly Davies
writing joy & badassery