

Writing Like a Professional

Crafting Communication

1

Get Their Attention

"My first job when crafting an email? **Make sure my reader actually opens it!** Use a simple and strategic subject line, such as: "Project Review Request: **[Name of Project]**."

2

Keep Their Attention

"Ideally, my reader understands the main idea of my email and why it's important within the **first 10 seconds of reading!**

To accomplish this, I:

- Lead with a simple sentence summarizing my main idea.
- Then use **bullet points** and **strategic bolding** to guide the readers attention."

3

Inspire Action

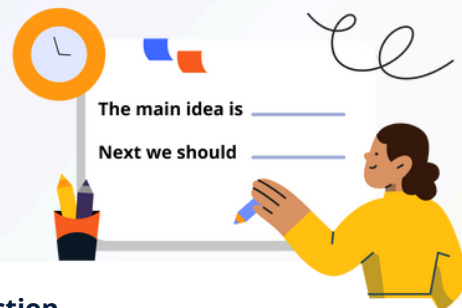
"Whether I'm asking a question, giving a time-sensitive update, or requesting a review of my work, I always end by **clearly stating next steps and action items.**"

4

Save Time & Eliminate Distractions

"**Keep your audience focused** on your main points by:

- **Checking for typos** and grammatical errors
- Using **clear formatting**
- Double-checking **attachments**
- Using **hyperlinks.**"



What Communication Medium Do I Use?

In your role, you're likely to use a mixture of email, instant messaging, and meetings/calls. Knowing which medium to use when can help get your message read.

Method 1

Use Email for Complex Questions



Email can be effective when you:

- Don't need a response immediately
- Have multiple or more complex questions
- Are sending large project updates involving many team members

Email allows the recipient(s) to take time to formulate their response and refer back in the future.

Method 2

Use Chat for Quick Questions



Chat is effective for:

- Straight-forward or yes/no questions
- Questions or discussions that require quick response(s)
- More casual discussion

If you realize that the conversation is getting too complex, or tone is being miscommunicated, shift your approach!

Method 3

When in Doubt: Call!



If you find that typing out your question is taking a long time or turning into multiple paragraphs because of the additional information you need to explain, it's usually a good sign that a quick call with your manager or team member would be faster and more effective.

Writing Like a Professional

Don't leave your team hanging.

Responding to messages in a timely manner shows respect for your team's time, deadlines, and goals.



Channel	Appropriate Response Time (While Working)	While Not Scheduled At Work
Chat	Within 30 mins - 1 hour	Reply upon arrival next business day
Email	1-2 hours (EOD latest)	Reply next day within 24 hours
Phone/Missed Call	ASAP	Call back ASAP

How do I use AI to communicate effectively?

ChatGPT can be a great resource to generate an email template for you to personalize, check an email you've already written for typos, or improve the tone and formatting of your message.

Try it out! Plug these sample prompts into [ChatGPT](#) and see what happens!



Generate a Project Update

"Please use the following description to generate a short project update email to send to my manager and team. Outline the key deliverables utilizing bullet points and keep the email no longer than 2-3 paragraphs max."

Change Tone

"I am sending the following project summary to my manager and a few key stakeholders. Please make the tone more professional and remove any prefaces or filler words."

Proofread

"I am sending the following intro email to my teammates. Please check for spelling and grammar error and add bolding and bullets to the formatting for legibility."