

# Document Management



### OVERVIEW

The volume of e-mail messages continues to grow at an explosive rate--and for good reason. The use of e-mail eliminates the time lag involved in sending documents by express mail or fax. It also does away with the frustration that results from playing telephone tag (leaving messages but never connecting).

Many people consider e-mail to be a very informal means of communication, and therefore, they assume that e-mail messages do not have to comply with the normal standards of written English. This assumption is reflected all too often in hastily written messages that are badly organized and ridden with errors in spelling, grammar, and style.

Business communications are business communications no matter how they are sent, and e-mail messages should be written with the same attention and professionalism that we give to memos and letters.

### LEARNING ACTIVITIES

1. Recap Chapter 11, and review students' PowerPoint presentations about meeting minutes.
2. Read pages 427 - 441 in The Gregg Reference Manual regarding e-mail messages.
3. Search online for advice about writing and formatting effective e-mail messages. Trade articles with a partner in class, and discuss what you feel is the best advice given that you will use in your career and life.
4. Share real-life examples of how poorly written e-mails have impacted business or relationships. Brainstorm ways to avoid e-mail pitfalls.
5. Observe or participate in a role play exercise demonstrating the impact of greetings, or lack of

greetings, on communication.

6. Draft and compare e-mail messages that contain greetings with e-mail messages that do not contain greetings. Discuss the importance of including a greeting.

### ASSESSMENT ACTIVITIES

1. Draft and email message to the International Association of Administrative Professionals explaining that you recently read the article on page 6 of the August/September 2009 issue of *Office Pro* about "Admins Trusted to Ghostwrite E-mail." Explain that the address was misinterpreted as having a hyphen because it was divided at the end of the line. Kindly let them know that in college you learned to avoid this and thought you would bring it to their attention for future issues.