

ISEA PAS Email Communication Decalogue

Every message contributes to the culture of our Institute. These principles help us communicate clearly, effectively, and with mutual respect.

1. Communicate with respect and kindness

A courteous tone is the foundation of professional communication.

2. Use a clear and specific subject line

A precise subject (e.g., “Request for report consultation – deadline 20.10”) helps prioritize and organize emails.

3. Be concise and to the point

The simpler and shorter the message, the more effective it is. Avoid unnecessary complexity – consider using a conversation or an attachment instead of a long email.

4. Avoid emotional or aggressive responses

If something upsets you, take a moment before replying. Avoid USING ALL CAPS or excessive exclamation marks – they may come across as aggressive.

5. Avoid judgments and generalizations

Instead of “everyone forgot”, say “I suggest sending a reminder” or “it may be worth revisiting the topic.”

6. Acknowledge emails that require action

If an email includes a task, deadline, or question, confirm receipt and, if possible, indicate when you will respond.

7. Use “Reply All” with care

Only use it when your response is relevant to all recipients. Otherwise, reply to the sender only.

8. Adapt your tone to the recipient and context

An email to the entire Institute requires a different tone than one to a close colleague.

9. Have an idea for the Institute? Consult first

Before sharing a broader initiative with a wide audience, consult your direct supervisor or the Institute’s Directorate.

10. One message = one topic

If you’re addressing several unrelated matters, consider sending separate emails – this makes it easier to find and follow up later.