**Action-Takers**

**To:**

**A-B-C   
Email   
Quality  
 Tool**

**Strengthen**

**Subject**

**Sculpt**

**Body**

**Subject:**

**Attach:**

**Action, Info, Request, Confirmed, Complete: Descriptive Title**

**Explain attachments**

**Brief, warm greeting**

**Action Summary:**

* **Specific action, purpose & response time/date**
* **Context**

**Background**

* **Clear, concise, and relevant for *recipients***
* **Bullet points & numbers**
* **Short paragraphs of text**

**Close:**

* **Next steps and thank you**
* **Auto-signature (set up in Outlook)**

**Stakeholders**

**Cc:**

\*Original source unknown

**Email Quality Checklist**

**1. Clarity?**

* Subject line
* Request
* Due Date

**2. Tone?**

* Friendly
* Professional
* Inoffensive

**4. Targeted?**

* Reply to all
* Check distribution lists, cc:
* Best channel?

**Ask**

**before you send.**

**3. Format?**

* Scannable
* Bullets & Bold
* No scrolling needed

\*Original source unknown