

Emails

Interviewer: Today, we are talking to people about emails.

Do you prefer to email people or talk to them in person?

Anne: To email. Yeah. Why, because I prefer a¹ master what I'm going to say, and I say sometimes so it's easier to email because at least people will understand. If I speak, maybe there is a restart they won't² understand, there is a—I don't know. The message will not be clear or something like that. Or even if I have to talk to someone, afterwards I send emails to make sure that we understand the same thing.

Jason: One hundred percent talk to them in person. The problem with emails is that, you know, things always get misinterpreted or, you know, you come across the wrong way. So, my advice to any of them in my team, particularly when you are dealing with, you know, something that might be challenging is always speak to someone on the telephone first, if³—if possible.

Prad: Depends on what's appropriate at that time or for that particular reason. So, in my job, customers will email me and expect an email response. Personally, I prefer to pick up the phone, but I think that's a dying art. People trying to speak to each other and...it happens a lot less.

Interviewer: Some people try to answer every email they receive. How achievable do you think this is?

Tolani: I don't believe it's very... productive, you know, to try and answer everything and every single email because it's just gonna disrupt the flow of work. So, you know, what I tend to do is, in the morning, when I—on the way to work, I have a quick look at my emails and see what's important or what's urgent. If there's anything urgent when I get into work, I make sure that I make that priority, but then throughout the day, you know, I don't like going back and always answering emails because, then I won't be able to get anything else done. So, it's good to set aside some time for your emails, but I don't think it's very productive trying to answer every single email that you have.

Kristina: I think it's very achievable. Especially if someone answers to you by email, it means they are interested and you start achieve⁴ something already. So, it's high chances to get the emails answered.

Asif: I think it's probably achievable depending on how many emails you receive. So, it's a variable answer but, what I would say it's, it's not advisable. I think the definition of somebody who is—is effective at work and effective in their role is often about their ability to say no. And that means no to requests but that also means no to emails and that can even extend to saying no to responding to emails. I think I am one of the few people in my team who holds this philosophy.

Jason: I don't think it's achievable when I think email as a kind of medium for communication is probably dying, might be, I think in future generations you know email will be irrelevant. I think a lot of people, you see people moving to much more kind of interactive communication, but yeah, I think email is a big overhead and it doesn't really always add a lot of value.

Interviewer: How do you sign off your emails at work?

Asif: *Best*, comma. Just *best* I think, I should write *best wishes* or something but—I just have got into the habit of writing *best*.

¹ The correct form is 'to master'

² The correct form is 'if they don't'

³ The correct form is 'if possible'

⁴ The correct form is "achieving"

Prad: *Many thanks.* And I have done for 25 years.

Chris: *Sincerely, Regards, Cheers, Thanks.* Depends⁵ who I am talking to. I mean, it's tailoring the response to what the email included.

Kristina: It's⁶ always has to be *Kind regards* or *Best regards* or *Have a good weekend!*

⁵ The correct form is 'It depends on'

⁶ The correct form is 'It always has to be'