



IATEFL

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IATEFL and emails

Email security

IATEFL takes members' data security very seriously. To assist us please be aware of the following:

1. We would never ask you to send us your bank or credit card details in an email. Please do not send your key personal information in unsecure emails.
2. It is always a good idea to go to the iatefl.org website and click into the member's area to access your profile, rather than following a link in an email.
3. Keep your computer up to date with patches and security to protect yourself.
4. If you receive an email from IATEFL which looks strange, please contact us directly at info@iatefl.org or by phone to check it is genuine.

Email etiquette and good practice

We all receive so many emails that sometimes it feels we'll never see the bottom of our inbox again! We know everyone has their own way of managing their inbox, but we've developed some simple suggestions which may improve communication between IATEFL volunteers and staff.

1. If a person is expected to reply, their name should be in the "To" line. The "cc" line is to keep others informed.
2. It's not always possible to respond straight away, but a simple acknowledgement and promise to respond by a specific time tells the sender their email has been received, and hasn't been sent to the wrong address or caught in a spam filter.
3. When you can, add a simple phrase in the subject line to let the recipient know how to deal with the email, such as: 'for information' or 'action required'.
4. Be careful of 'reply all'. If your message is for one member of a group then save the other members reading time by not including them too. Obviously if your message is for the whole group then 'reply all' is the right choice.
5. Where it's possible, summarise a situation rather than making the recipient read a long chain of emails included below your message.
6. It's always better to bring together several points in one email, rather than sending lots of separate messages with different points.
7. Email is not a meeting substitute. Meetings happen for specific reasons – to convey information, to solve problems or to make decisions. Some of those things can be accomplished via email but many cannot. The last thing we want to do is start a conversation via email and then, after lots of emails start flying around, call a meeting to actually deal with the issue.
8. Always consider how the recipient might interpret your email, and in particular please be aware of IATEFL's Code of Conduct, and ensure messages do not include offensive, libellous or defamatory language, or personal attacks.

Thank you for your assistance and happy emailing!