CHECKLIST 1

Before Sending Any Important Email

PURPOSE: *Run this quality check before sending any email about decisions, feedback, changes, or sensitive topics.*

Email subject: *Enter subject line*	**To:** *Recipients*	**Date:** *MM/DD/YYYY*

WHEN TO USE

Use this before sending emails about decisions, feedback, changes, or sensitive topics. Work down the list; if any Red Flag applies, do not send.

CLARITY

- ☐ Subject line clearly indicates content
- ☐ Purpose stated in first sentence
- ☐ Key points are easy to identify
- ☐ Action items are explicit and clear
- ☐ Deadline or timeline included if relevant
- ☐ Nothing is left ambiguous or unclear

TONE

- ☐ Tone is appropriate for the situation
- ☐ Words are respectful and professional
- ☐ No passive-aggressive language
- ☐ Kindness comes through when appropriate
- ☐ Firm when necessary, never harsh

COMPLETENESS

- ☐ All necessary context is provided
- ☐ The “why” is explained, not just the “what”
- ☐ Anticipated questions are answered
- ☐ Next steps are clear
- ☐ Contact information for follow-up included

BEFORE SENDING

- ☐ Read it aloud to check tone
- ☐ Remove unnecessary words (be concise)
- ☐ Check for spelling and grammar

- ☐ Verify all names are spelled correctly
- ☐ Confirm you have the right recipients
- ☐ Double-check any data or facts cited
- ☐ Consider: Could this be misinterpreted?
- ☐ Ask: Would I want to receive this email?

RED FLAGS: DON'T SEND IF

If you tick any of these, stop. Wait, rewrite, or pick up the phone.

- ☐ You're angry or emotional (wait 24 hours)
- ☐ You're unclear what you're asking for
- ☐ The tone could be seen as attacking
- ☐ This is too sensitive for email (call instead)
- ☐ You're saying something you wouldn't say in person

RED FLAGS: DON'T SEND IF — NOTES

> **Watch-Out:** Email is permanent. Once sent, you can't take it back. Your words matter.