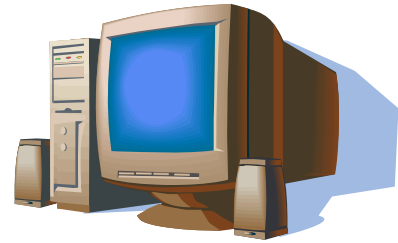




## Writing Emails and Memos

### *Writing the Subject Line*

- Most important part of an email or memo
- Summarizes the central idea of the message
- Doesn't need to be a complete sentence, have articles or punctuation
- Must encourage reading, not deleting



**Example: Meeting Minutes (September 1)**

### *Opening with the Main Idea*

- Reveal the main idea immediately
- The information in the subject line should be repeated and expanded

**Example: Attached are the meeting minutes from the Board of Directors meeting on September 1, 2011.**

### *Explaining Clearly in the Body*

- Explain the main idea
- Present information in a logical order
- Use a separate paragraph for each idea

**Example: The meeting agenda included approval of the previous meeting minutes, examination and approval of the financial statement for the current fiscal period and a pre-planning discussion for the upcoming fundraiser.**

### *Closing the Message*

- Possible endings can be:
  - An action item (dates, requests, deadlines, etc.)
  - Summary of the message
  - Concluding thought



- Example 1:** Please review the minutes and advise me of any errors or omissions by September 15, 2011.
- Example 2:** These meeting minutes are for your reference and will provide a comprehensive view of company performance for the current fiscal period.
- Example 3:** Thank you to everyone who attended and contributed to the meeting. Let's use the action steps outlined to continue growing.