

Guidelines for Emailing Church Staff

1. Indicate in the subject line the specific topic in your email.
2. If you are replying to a chain of emails but the topic has changed, indicate this by changing the subject line.
3. If you carbon copy (CC) staff on an email, indicate the purpose of CCing so they can act on the information accordingly. Please refrain from using the BCC (blind carbon copy) option. This assures that everyone knows who is included in a conversation.
4. Please refrain from sending/forwarding emails regarding political issues as a matter of routine. Save those for when you have a specific purpose (usually related to a congregational event, program, or action).
5. When emailing a question or task request, email only the staff member responsible. That person will consult others as necessary. This reduces excess emails and helps prevent confusion about responsibility, authority, and accountability.
6. Use email for task information, scheduling coordination, and other similar matters. Conceptual or philosophical work or discussions are best done in person.
7. If your email involves an urgent matter, include deadlines.
8. Plan ahead. Staff members have multiple deadlines to complete in a day and may not always be immediately available.
9. Please do not expect staff to be available to respond to emails outside of their scheduled working hours/days. (This also means if you are emailing multiple people on a matter requiring staff input, you shouldn't come to conclusions before the staff have a chance to reply.)
10. Keep in mind that congregational staff receive many emails daily, some urgent. When emailing a staff person during scheduled working hours/days, anticipate an appropriate response time for non-urgent matters. It may take a couple days. Beyond that, if you think your email was missed, do not hesitate to get in touch.
11. Let staff know if you would like to forward to others an email they've written. If your interest in forwarding the email is because you are unhappy about something written in it, speak directly and in person with the staff member instead.