

DISCUSSION ROUND: EMAILS

Instructions:

- 👂 Read the statements and decide if you agree with them or if you disagree with them. Discuss your answers in your group.

totally agree
agree to an extent
disagree

1. **Over-reliance on email can cause more conflict than is necessary. We should use the telephone more.**

2. **Emails should only contain information and not “pleasantries”.**

3. **Often the message we want to give in an email can be misinterpreted by the recipient.**

4. **It is easier to give information in a structured and logical way in an email than in a telephone call or face-to-face.**

5. **It is very difficult to influence people by email alone.**

6. **You should always copy in a senior manager when emailing about important information.**

7. **You should never criticize or give negative feedback by email.**

8. **I sometimes act emotionally to emails, for example, by getting annoyed if I feel I have been criticized.**