



# E-Mail: A Write It Well Guide--How to Write and Manage E-Mail in the Workplace

By Janis Fisher Chan

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"...Compare the advice here to the emails you receive daily...it is filled with uncommon good sense..." -- *Jim Knutsen, President, Boatz Knutsen Communications*

"...This book...sets the standard for how to communicate clearly and efficiently in a busy global workplace." -- *Buck McGugan, Vice President, Corporate Sales, FedEx Corporate Services*

"...This valuable book provides...guidelines for bringing your e-mail up to professional standards..." -- *Deborah Fallows, Senior Research Fellow, Pew Internet and American Life Project*

"...explains how to craft clear, well-organized email that gets results...sets the standard for how to communicate clearly..." -- *Buck McGugan, Vice President, Corporate Sales, FedEx Corporate Services*

"...extremely professional and totally accessible. I learned a lot, and I look forward to using it for training." -- *Susan Call, Human Resources Manager, John Wiley & Sons, Inc.*

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"...great advice for crafting clear messages, sending the right message to the right people. . . I recommend it. . ." -- *Jill Furman, HR Director, WW Training & Development and HR Communications, Sybase, Inc.*

"...great advice for crafting clear messages...recommend it for everyone who could benefit by sending more professional e-mail..." -- *Jill Furman, HR Director, WW Training & Development and HR Communications, Sybase, Inc.*

#### About the Author

Janis Fisher Chan has been developing training programs and conducting classroom training for more than 25 years and is the author of books and self-study guides on writing and other topics. In addition to the writing or co-writing the books in the Write It Well series, she has written four books for the American Management Association's Self-Study Division. A skilled classroom teacher and instructional designer, she has developed and taught workshops in business and technical writing, meeting planning, supervising and managing, interpersonal communication, and other topics. She has taught business and professional writing at the University of California business extension since the early 1980s.

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