THE ART OF HUMANIZING YOUR E-MAIL MESSAGES

The next time you prepare to send an e-mail message, take a few minutes to establish rapport with the person who will be receiving it. You can do this through a personal comment in the first or second sentence before getting down to business (i.e., “Hope you had a good weekend, George,” "Thanks for your quick response, Mary.").

Also, when ending a message, humanize it with a friendly phrase like “Looking forward to seeing you next week” or “I’ll be in my office today until 6:00 p.m. if you’d like to visit by phone.”

By humanizing your message, recipients will know you are interacting with them as people first and then as clients/employees. Most importantly, they will look forward to hearing from you.