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Ways to decrease conflict through email

Here are 3 tips from the Ombuds Office to save you from misunderstandings that could lead to unwarranted and unnecessary conflict.

Get your motive right first!

1



Am I sending this to...

- Make someone look bad?
- Avoid the other person?
- React after feeling hurt, angry, or defensive?
- Vent or complain?

If yes... Do not send and use a good motive!



2

Share your intent!



We are more likely to assume negative intentions of others than positive ones. State your intent up by including:

- "The reason I'm asking is..."
- "The reason I'm suggesting this is..."



3

Use a subject line that is a call to action!

- Action required by COB
- Primer for next meeting
- Vote needed EOD
- FYI - No action needed

