

## Calm – and Poetic – Responses to Infuriating E-Mails

Since not everyone follows our Ten Commandments of Effective E-mail, you probably receive quite a few messages that are, in one way or another, flawed. As a helpful person, you naturally want to help the offending party to do better next time. But as a smart person, you know that offering such help might, itself, give offense.

With that in mind, your friends at ABC offer these responses, in limerick and haiku form, for your use. They make the point, but take a gentler tone than some of us might be inclined to use if left to our own devices.

### 1. Blind Lists

My email address  
Exposed to all on your list  
Protect me next time

### 2. Re: Re: Meaningful Subject Lines

When sending an email to me  
Let the subject enlightening be  
It should offer a clue  
About what where and who  
(And refrain from the vacuous “Re:”)

### 3. One Topic At A Time

A message with more than one part  
Will delay a response from the start  
One question’s a quickie  
Other topics get stickie!  
Split them next time if you’re smart

### 4. Junk Mail

A forwarded message from thee  
Your intentions are good, I can see  
You’re alarmed by the hoaxes  
And laugh at the joaxes  
But please, just don’t send them to me

### 5. Spell Czech

It contains mistakes  
Do you want to look that bad?  
One click fixes it

### 6. A Second Opinion

The power of words  
Subject them to scrutiny  
Is your meaning clear?