

# SECTION 3 – GROUP EMAILS, CHAINS & FORWARDING

## ASSESSMENT: BEST PRACTICES FOR GROUP AND CHAIN EMAILS

The questions in this test will show how many of the tips and methods you can recall from the training. Each question is multiple choice and the answers are available at the end.

1. What should be in the introduction of a group email? (Tick all that apply)
  - a. The topic
  - b. Detailed information & background
  - c. The purpose of the email
  - d. Explanation of why the group or sub-groups are receiving the email
  - e. A list of actions
2. What are the standard rules for adding people to the Cc line?
  - a. People Cc'd don't need to take any action
  - b. People Cc'd must read the email
  - c. People Cc'd can take as long as they want to read and reply
  - d. People Cc'd must not reply, they are there only to observe the conversation
  - e. There are no standard rules, everyone treats Cc differently
3. When is it appropriate to include people in the Bcc line?
  - a. When you want your boss to see a reply
  - b. To keep the names and emails of all recipients secure
  - c. To let colleagues secretly observe a conversation
  - d. Never use Bcc, it's just for people who want to be sneaky
4. What are some good practices when forwarding an email chain to someone new?
  - a. Just write FYI to keep the email short
  - b. Say why you are sending it to them
  - c. Summarise the email chain
  - d. Say what action or response is needed
  - e. Tell everyone on the original email that you've forwarded the chain
5. What should you do when adding new people to an existing email chain?
  - a. Include a line to tell the new additions why you added them
  - b. Continue the conversation without doing anything different
  - c. Tell the group that you've added people, name the people and say why
  - d. Tell the group you've added people but don't waste time with the details
  - e. Summarise the email chain up to that point for the benefit of the new additions



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6. What should you do when removing people from an email chain?
  - a. Continue the conversation without doing anything different
  - b. Include a line to tell the group you've removed people but don't waste time with the details
  - c. Include a line in the next email to tell the remaining people that you've removed people, name the people/group and say why
  
7. Should you send a message to people you've removed from an email chain?
  - a. Yes
  - b. No
  - c. It depends on the situation
  
8. How can you refocus an email chain that is confusing or has drifted away from the original purpose?
  - a. Stop emailing and set up a phone call or meeting
  - b. Summarise the conversation to refocus the group
  - c. Remove people from the chain to have fewer opinions
  
9. What is a good way to start a new topic in an existing email chain?
  - a. Change the subject line in your next reply
  - b. Start talking about the new topic in your next reply
  - c. Start a new email chain for the new topic and include a clear introduction



## ANSWERS

1. A, C, D
2. E
3. B, D
4. B, C, D (E is optional)
5. A, C, (E is optional)
6. C
7. C
8. B
9. C

