



# How to Write



# Emails & Letters With CLARITY To Get Results



*Includes:*  
Prompts  
Examples  
Word Lists  
Templates



# How to Write E-MAILS & LETTERS With CLARITY *To Get Results!*

**By Patty Ann**

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# How to Write E-MAILS & LETTERS With CLARITY *To Get Results!*

## Introduction

Writing emails and letters can be challenging and sometimes difficult to compose; particularly if you have to address a sensitive situation. This guide will help you write ANY email or letter with ease. You will learn to proactively examine all interactions, and turn it into a favorable outcome.

Writing an email can act as your messenger of mercy. Your words can bring solutions, awareness, or offer suggestions or a resolve. You will learn to address any event with objectivity, and how to use words and sentences to achieve the outcomes you desire.

### **This Guide Provides:**

- Step-by-step instructions
- How to write and use drafts
- Examples of formal letters
- Templates, outlines and guidelines
- Lots of word lists and writing prompts
- Tips and suggestions for professional emails

The power of the written word is it serves as a point of reference. It states facts, and documents information. The internet age has shifted the art of letter writing on paper into the present time of receiving emails. Let every email count. Let every word in every sentence mean what you intend it to say. Most important, set the intentional outcome of your letter to be proactive and procure results that satisfy yourself, and your pen pals.

# Types of Correspondences

All emails are informational. Tell the essential details of the what, when, where, why and hows so your reader understands your position. Informative messages come in many types.

For instance, your message may...

- Give results
- State results
- Relay events
- Ask for action
- Share photos
- Ask for a favor
- Offer a rebuttal
- Provide updates
- Ask for outcomes
- Invite participation
- Teach and instruct
- Just saying 'hello'
- Give step-by-step guidelines
- Express complaint or grievance
- There are lots of reasons for emails and letters!

# Intention for Desired Results

Determine what you want to accomplish upfront and that will provide direction for your email. Decide with just a few words what results you'd like to have as an outcome. Make a simple general statement and write it at the top of your email draft. Then define what result you desire. Here are some examples.

## General Statement:

*\* I want my email to resolve a problem.*

## Specific Outcome:

*\* I want our group project to be more organized so I know the game plan.*

## General Statement:

*\* My intent is to offer ideas.*

## Specific Results:

*\* I want to help my friend's situation by offering alternative suggestions.*

## General Statement:

*\* I want to resolve a conflict.*

## Specifically:

*\* I desire that all the neighbors pay equal amounts in our community well.*

## General:

*\* I need to express a complaint.*

## Specifically:

*\* A customer service representative gave me the wrong information..*

Making a general and specific outcome statement at the top of your email will focus the results you seek. Let every thought around these intentions flow back to your purpose and let it help you construct your message.

You may have many ideas, so create many sentences. Do not worry about their structure, as described in the FIRST DRAFT below. Just capture your words. Let your thoughts flow onto your keyboard and create sentences. Save grooming your final email for later.

# Public Announcements

Who is the recipient of your message? Often you may need to reach out to many people at once. If this is the case there are a couple of items to keep in mind.

- Start with an overview topic.
- Write to address group concerns.
- State openly the intent of your message.
- Start with general statements, then narrow to specifics.
- Do applaud group or individual contributions.
- Explicitly ask for what you want the group to do. Give assignments if necessary.
- P.S. > Do NOT criticize individuals in public emails. Save personal comments for private meetings.

## To Reply or Not

Emails may- or may not require a reply. If a message asks for a direct response such as an RSVP, a definite reply. It is just common courtesy. Often you will know what is expected from reading an email. In many instances a response is not necessary. Such as for informational notes.

However, there may be times when a no response is the best response. For instance when your email told someone a definite NO, yet they insist on keeping the dialogue going. Or, a reader returns harassing messages.

Certain situations require that you stop the interaction. NO response is a response. Not replying is powerful. It is the period at the end of a communication.

# Proactive is Positive!

Proactive emails are positive, uplifting, energetic, active, hands-on, involved, and engaging. Effective emails draw in the reader and then asks for their action. By constructing positive words that flow from y heart and using concise, direct words, your email will bring results.

Proactive emails...

- Give ideas and thoughts for improvement.
- State the now problem or issue, AND provide solutions.
- State how procedures can be improved to work better.
- Lists out step-by-step actions for success.
- Use encouraging and/or action words
- Appreciates and thank readers
- Acknowledges others

## Basic Format

- Create a declaration. State your intention upfront. Get the expectation right off.
- The core content explains and outlines your theme. Target the specifics, briefly.
- Close with what actions, or outcomes, you desires.



# Steps to Create Your Note

## FIRST UP

At the top of your email, state your **general statement** and your **specific results desired**. These statements will drive your thoughts and focus your intentions throughout your letter.

While this template speaks to emotive emails, the principles here in a solid advice for all emails and letters.

## FIRST DRAFT

This first draft is meant for you. Do not address it to anyone but the DRAFT folder. In this first email type- or write every thought of the incident/event/information down to remember. Do not worry about perfect sentences or editing at all. Just write, vent and express yourself, even—and mostly your upsets.

Write it all down as it comes in random order. This is best to capture your thoughts, reactions, and emotions immediately. This works well and especially for emotional events. Not only will this email be your relief valve, it will end up a tool that gets results. It will serve as your dumping spot for now.

Let this first draft be your vent. It will allow your last email to become groomed to professionalism. At the end of all let this first draft sit for a day or two or three—especially if this is a hot topic that upsets you.

Revisit your draft over a period of days. Do not be in a rush to respond. The more time you give your email to incubate the more effective and professional your note will be received. Plus, as time passes your peevishness will relax as well. When your email finally gets to them they might be more receptive to reading it, if not at the very least, surprised.

## **SECOND DRAFT**

This is where you start grooming your email. In the second draft, rearrange your random thoughts in order of sequence and logic. Define your beginning, middle and end paragraphs. At this point you still do not need to edit punctuation and the fine points. Your second draft can:

- Begin to place the email pieces in order;
- Chunk similar thoughts together. A pattern will develop;
- Take out the emotional content and anti-productive segments;
- Use the thesaurus to substitute words;
- Review for accurate reflection of events;
- Hold one primary theme with one or two brief points per paragraph;
- Make complete sentences and "check words";
- Start punctuation. Use commas and upper and lower case;
- Groom the words into a letter or email;
- Refer back to your general and specific topic statements as a guide.

SAVE ALL drafts as you develop your email. Drafts are great for reference for instigating new ideas. Reviewing your first draft helps create better sentences. No words are a waste.

## EXAMPLE: First Draft to Final Outcome

Let's look at a sensitive letter example. This might be how your **First Draft** starts. Remember to begin with your General and Specific Statements to provide focus for your letter.

- Create a General Statement:  
I want to resolve a conflict.
- Make a more Specific Statement:  
I desire that Jeanie stops obstructing our group projects.

### FIRST DRAFT:

Dear Supervisor,

This is the last straw. I have had enough of Jeanie's behaviors that disable our group projects. She is rude and disruptive. We need help FAST. Please intervene so we can get our project completed.

Thank you,  
Patty

\*\*\*\*\*

Your **Second Draft** can get more specific. Examine and scrutinize your First Draft. Take each sentence and begin to identify how to restructure the words to make perfect sense to your reader, who is your Supervisor. Jot down notes, which may look like the ideas that are in the parenthesis below.

# Introducing Your Issue

It's best to get right to the heart of your subject matter. Don't get too wordy, or add extra thoughts to soften your concerns. Here are some examples to get you started...

- This grievance letter concerns...
- I am compelled to comment on...
- I'd like to bring your attention to...
- I have concerns about the progress of...
- I wish to connect with you today over...
- Can we meet before Friday as it concerns...
- I am having an issue I need your help with...
- I need an update to our final conversation...
- An ironic situation that is currently affecting...
- A matter of great distress to my work group is...
- An ongoing disturbance that needs your attention...
- I wish to address an ongoing issue with your team...

# What Words Work Where

If you are unsure of what a word means refer to a dictionary. A thesaurus comes in handy and will provide many alternate word choices. If you are undecided on which word works best, go by what feels most positive to you. Here are some words that may fit the intention of your email.

## **State Your Purpose Upfront**

You do not want your reader to waste time trying to figure out what your email is about. State the intention of your message right off, or within the first paragraph.

## **Here are some Opening Lines...**

- You are invited to...
- I would love to join...
- Thank you for giving...
- I'm writing over concerns of...
- Your assistance is requested to...
- Have you ever wondered about...
- I want to bring your attention to...
- Attached is your confirmation for...
- This letter is written to inform you of...

## **Words that Capture Urgency**

- Alert
- Beware
- Caution
- Warning
- Attention
- Heads Up
- Immediate
- Don't Delay
- Please Note
- Action Required

## **Opening Address**

- To Whom It May Concern
- Dear (Name of Person),
- Hello to Everyone,
- Dear Consumer,
- Dear Readers,
- Friends,
- Hi Friend(s),
- Greetings!
- Hello!
- Start with their name only: Pam, John, Sally,

**Thank YOU for Reading**



***If You Enjoyed this Book,  
Leave Your Positive Rating—It's Appreciated!***

**THANK YOU FOR SUPPORTING**



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