Daybreak Group Email Guidelines

Qualities of an Effective Group Email:

- Brief--Aim for fewer than 5 sentences when possible—less is more

- Limited--Deals with only one topic (State topic in email subject line)

- Accessible – Makes its point in clear and simple language

- Fact based– Has clear intention and communicates facts

- Issue based – Focus on issues and ideas rather than individuals or groups

- Selective –Sent to the appropriate group or individual. Use "Reply to Sender" unless the whole community needs information

We Agree to Use Daybreak Residents Group Email for:

- Daybreak Announcements – such as events, meals, meeting agendas, draft proposals

- Community Building – such as borrowing/lending items, lost and found, rides needed, out of town notices/guests arriving, invitations (with response to sender only)

- Logistics – such as scheduling and coordinating Daybreak events/volunteers

- Team Work – such as surveys/polls with responses to team only

If an issue has not been resolved with one email exchange, consider using these alternatives to using Daybreak Residents or Team Email:

- Request in person or phone conversation with the individual. Consider waiting a day or two to be more able to calmly communicate concerns. Please communicate concerns with the *individual,* not the whole group.

- Meet with people who have an interest in the subject to positively engage and move toward resolution.

- Organize a potluck plenary, a discussion group or request topic be included on a team or plenary agenda.

- If email communication is the safest the way to communicate with the individual involved, write a personal email to them. Before sending the email consider 1) asking a trusted person to review email for clarity and intent or 2) consider what a friend might feel if you sent it to them. (reply to individual, not all)

- Ask Process Team for referral to conflict resolution resources.