SEND: Why People Email So Badly and How to Do It Better

David Shipley, Will Schwalbe

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Send—the classic guide to email for office and home—has become indispensable for readers navigating the impersonal, and at times overwhelming, world of electronic communication. Filled with real-life email success (and horror) stories and a wealth of useful and entertaining examples, *Send* dissects all the major minefields and pitfalls of email. It provides clear rules for constructing effective emails, for handheld etiquette, for handling the "emotional email," and for navigating all of today's hot-button issues. It offers essential strategies to help you both better manage the ever-increasing number of emails you receive and improve the ones you send. *Send* is now more than ever the essential book about email for businesspeople and professionals everywhere.

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