

Email: Sometimes a Recipe For Disaster

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Kick the Keyboard Aside for Important Communications



It's convenient.

It saves us time.

It's also the easy way for us to avoid difficult conversations.

But as great as email is - it isn't always the *best* way to communicate.

Say you want to talk to a client about some problems with a case. Could you clearly convey those thoughts in an email? Yes, but **SHOULD** you is the question.

Ducking discomfort by using email can get you into trouble. You run the risk of your client misconstruing your words or, worse, fueling a disagreement.

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Bad news and disagreeable words don't belong in email!

Joe Sharkey of the New York Times poignantly touches on this topic in an article titled, "[E-mail Saves Time, But Being There Says More](#)." Sharkey delivers some good food for thought to those of us who are constantly on the go and feel as though there just isn't enough time for a phone call or a meeting.

Emails can be a recipe for disaster! You simply can't convey in an email what you can communicate with your voice.

When faced with difficult conversations or delicate topics, always meet face-to-face or pick up the phone.

Facial expressions and voice tone convey a whole lot more than an **emoticon**.

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