**Salespeople and Emails**

**Action Item**

Use one of the tips below with a customer or prospect.

* Make your “ask” at the top of your email and include all the details below your “ask” in bullet format.
* Use [Doodle](http://www.doodle.com) or [Calendly](http://www.calendly.com) to schedule at least one appointment.
* Send at least one confirmation email, including an agenda and supporting material.
* Send at least one debrief email, including action items in bullet format.
* Respond to a hostile email using the appropriate strategy outlined in the session (summary table enclosed in this lesson).
* Call someone with bad news and then follow-up with email.