



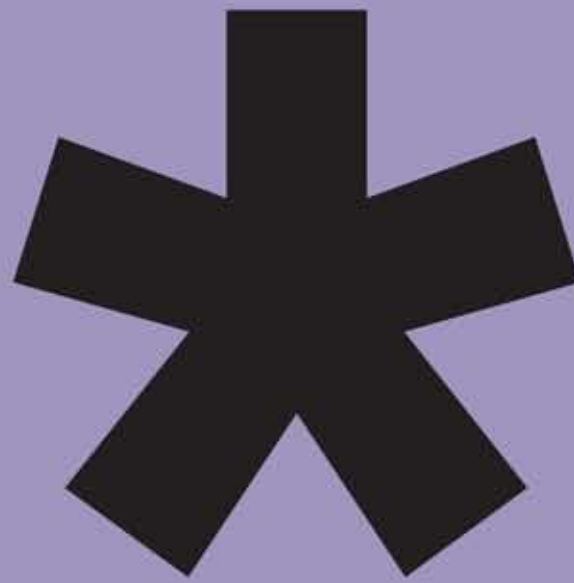
University  
of Glasgow

Email can be overwhelming

**Who *really* needs  
to know about this?**

**Do I *have* to copy in the  
Queen and the Dalai Lama?**

[www.glasgow.ac.uk/smiley](http://www.glasgow.ac.uk/smiley)



**ALWAYS  
INSPIRING  
PEOPLE**

Email doesn't have your winning smile.  
**Speak to people whenever you can :)**