∨ Step-by-step Instructions

## Step-By-Step Instructions

**Step 1: Access the template**

To use the template for this course item, click the link below and select "Use Template."

Link to template: **Escalation Email Template** ↗

OR

If you don't have a Google account, you can download the template directly from the attachment below.

📎 **Activity Template_ Escalation Email**
DOCX File

**Step 2: Write a subject line**

Give your email a subject line that lets your stakeholders know the message is important. Under **Subject**, write, "[Action Required]," followed by a concise description of the problem posed in the scenario.

**Step 3: Write a greeting (keeping a friendly tone)**

Start the email with a friendly greeting. You could thank your audience for their work so far or point out an aspect of the project that's going particularly well.

**Note:** Keep in mind that it's important to address project issues graciously. Try to maintain a blameless tone from the subject line to the closing and always be respectful of your audience's time and efforts.

**Step 4: State your connection to the project**

Unless you know the recipients well and interact with them often, begin by introducing yourself. Clearly state your name, role, and relationship to the project. Keep your introduction brief and to the point. A single sentence should be enough.

**Step 5: Explain the problem**

Now it's time to explain the issue. Clearly state the problem you are trying to solve. Give your audience enough detail to understand the issue, but try to be as brief as possible.

**Step 6: Explain the consequences of the issue**

Once you've explained the problem, identify its consequences. Describe how the issue has affected the project or how it could impact the project later on. Be concise, but specific.

**Step 7: Propose a course of action and make a request**

When escalating a problem, it's a good idea to offer recommendations as well. Think through a few potential solutions and present them to your audience.

Then clearly state what you need from your recipients. You might request a meeting to discuss recommendations or ask them to take action on a proposed solution.

**Step 8: Close the email (keeping a friendly tone)**

Finally, thank your audience for their time and add a sign off. Don't forget to include your title and contact information in addition to your name.

1. Did you complete the activity?                                    1 point

   ⦿ Yes.

   ◯ No.

∨ Exemplar Assessment

## Exemplar Assessment

After you complete your escalation email, you can compare your work to an exemplar. The reading assignment, **Writing an effective escalation email** ↗, includes a good example of an email for you to assess, along with an accompanying breakdown. As you review it, it may also help to check your email according to the following questions:

- Does the email include the following elements: a subject line, greeting, body, and closing?
- Does the email maintain a friendly tone?
- Does the email state your connection to the project?
- Does the email explain the problem?
- Does the email explain the consequences?
- Does the email propose at least one action or solution?
- Does the email make a request?

**Note:** The exemplar represents one possible way to complete the activity. Your work will likely differ in certain ways. What's important is that your finished product helps you learn the process of writing an escalation email.