

# Avoid using the dreaded 'TLDR'

One of the most infuriating responses in email is TLDR (too long didn't read).

When an employee sends a long email with many points, don't respond with OK—or, God forefend, TLDR.

OK can mean any of these things:

- “OK, I got it. I'll give it some thought and get back to you.”
- “This is way too long and I'll get back to you in a few months, if ever.”
- “This is stupid. Why are you bothering me?”
- “This is great stuff!”

Instead, say:

“Thanks. Let's set up a time to go over each of your points.”

— Adapted from [\*You Can't Fire Everyone\*](#), Hank Gilman, Portfolio/Penguin.